

June 23, 2022

Rosemarie Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street, Second Floor
Harrisburg, PA 17120

Cc:
Melissa H. Davis, Esq.
Counsel for PECO Energy Company
Griesing Law LLC
1880 JFK BLVD., Suite 1800
Philadelphia, PA 19103

Re: Reply to NEW MATTER
Edward and Deborah Closson
Docket No. C-2022-3032689

Dear Ms. Chiavetta:

I am acknowledging receipt of the response, etc. from PECO regarding our formal complaint. And am responding within the 20 days.

Yes, Mr. Savage did relay this information when we first made the claim to PECO on March 9. However, the information that I received from the Attorney General stated the following:

“Company investigated customer’s claim as it relates to the 3/7/22 storm event and it was denied per Section 12.1 of the PECO Energy Electric Service Tariff. No record of further actions to be taken. Claims investigator confirmed that direct contact info was given to customer if additional concerns and did not receive subsequent communications from customer. “

Yes - I did receive direct contact info; however, Mr. Savage assured me he would get back to me with information that his engineer found out with regards to why so many outages and what we could do to prevent damage from a power surge. My last contact with him was April 18. That has yet to happen as I stated in my complaint!

And more importantly, we continue to repeatedly lose power; the most recent, Saturday, June 18. And yet, our next door neighbor seems to be on a different grid and never loses power. In all our communications, we have stressed that we took the necessary steps in obtaining a whole house surge protector, and yet the surge surpassed it. WHAT CAN WE DO? And WHY DO WE KEEP LOSING POWER? Perhaps we can be put on a different grid/path?

We look forward to your findings and response.

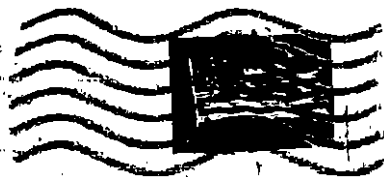
Sincerely,


Ed and Debbie Closson

ED & DEBBIE CLOSSON
2537 AQUETONG ROAD
NEW HOPE, PA 18938

PHILADELPHIA PA 190

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