

PENNSYLVANIA PUBLIC UTILITY COMMISSION
Harrisburg, Pennsylvania 17120

Andrew Ciralo
vs.
PPL Electric Utilities Corporation

Public Meeting of June 15, 2023
3034903-ALJ
Docket No. C-2022-3034903

MOTION OF CHAIRMAN GLADYS BROWN DUTRIEUILLE

Before the Pennsylvania Public Utility Commission (Commission) for consideration and disposition is the Formal Complaint of Andrew Ciralo versus PPL Electric Utilities Corporation (PPL). In the Complaint, Mr. Ciralo alleged that PPL violated Section 1501 of the Public Utility Code, 66 Pa. C.S. § 1501 (Section 1501) by failing to provide reliable, safe, or quality utility service. The record here indicates the Complainant experienced a total of twelve outages from August 4, 2020, to August 8, 2022. Further, the Complainant experienced thirty reclosure events, resulting in momentary interruptions, between January 1, 2020, and December 25, 2022.

The record indicates that PPL has devices to improve reliability and prevent outages on the electric line serving Mr. Ciralo, i.e., reclosers and fuses. PPL also detailed the specific vegetation management it completed in response to Mr. Ciralo's Complaint, in addition to its routine vegetation management. However, there does not appear to be a clear correlation or reduction in outages following PPL's remedial actions.

Given the apparent good faith efforts of PPL, the presiding Administrative Law Judge (ALJ) dismissed the complaint. I concur with this dismissal. As the ALJ posits via Initial Decision, Section 1501 and relevant case law do not require utility companies to provide perfect service.¹

While the circumstances here do not rise to such a level to support sustaining this Complaint, they do warrant further review by Commission Staff to help ensure continued reliable, safe, and quality service into the future.² To that end, I find it prudent and necessary to refer this proceeding, and specifically the service interruptions disclosed in the record herein, to the Bureau of Technical Utility Services – Reliability Division for monitoring and any other appropriate actions deemed necessary.

¹ *Elkin v. Bell Tel. Co. of Pa.*, 372 A.2d 1203 (Pa. Super 1987)

² *Zampatti v. West Penn Power Co.*, Docket No. C-2020-3021157 (Opinion and Order entered Apr. 25, 2022).

THEREFORE, I MOVE THAT:

1. The Initial Decision of Administrative Law Judge John M. Coogan in the Formal Complaint filed by Andrew Ciralo against PPL Electric Utilities Corporation on August 24, 2022, at Docket Number C-2022-3034903 be modified consistent with this Motion.
2. The Office of Special Assistants draft an Opinion and Order consistent with this Motion.

June 15, 2023
Date

A handwritten signature in black ink that reads "Gladys Brown Dutrieuille". The signature is written in a cursive style and is positioned above a horizontal line.

Gladys Brown Dutrieuille, Chairman