

August 10, 2023

Docket # C-2023-3041774

RCVD PUC SEC BUR
AUG 15 2023 AM 11:06

Trina Shughart v Met-Ed

Response to Preliminary Objections

Met-Ed denies responsibility for damages. If you go to firstenergycorp.com and look up the definition of Service Drop, which I have printed below, you will see that Met-Ed is responsible for damages their lines caused.

firstenergycorp.com : States that if you receive over head electric service the company is responsible for the following components: Service Drop- the wires running from the utility pole to your home. The Service Drop is made up of a Neutral line (which is what need repaired) connected to the ends of the winding which provide 120V with respect to the neutral line. The Service Drop is the main connection between the power pole of the electric company and your home. Whether it is overhead or underground the drops consist of a hot primary feed and a neutral feed that go from the utility line to the transformer the transformer will then feed two hot wires and a neutral to the Service Drop.

Met-Ed denies we had a safety or reliability issue. I do not think smoke coming out of appliances and electrical outlets, is a safe reliable service. There could have been a fire and we do have close neighbors.

With regard to statement "The claim was denied since the incident affecting the service location was the result of equipment failure". As stated above, it was their equipment, that they are responsible for, that failed not ours. If they deny responsibility for the failed equipment then why did they know how to fix it?

I understand the powers of the Commission do not include the power to award monetary damages, but maybe they could convince a multi-million dollar company to grant a credit or some other kind of compensation of equal value to what we lost. That would not be monetary.

Thank you in advance for your time.

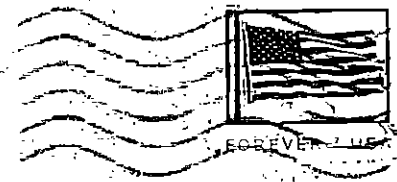
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