

Photograph of Second Pole		
Complainant Exhibit 3	60	72
Photograph of Telephone Line		
Complainant Exhibit 4*	60	--
Photograph of Struck Pole		
Complainant Exhibit 5	60	72
Letter from Met-Ed		
Complainant Exhibit 6*	60	--
Donegal Insurance Company		
Complainant Exhibit 7*	60	--
Auto Estimate		
Complainant Exhibit 8	60	72
Police Report		
Complainant Exhibit 9	60	77
Photograph of Truck Mirror		
Complainant Exhibit 10	60	77
Photograph of Front of Truck		
Complainant Exhibit 11	60	77
Photograph of Driver's side of Truck		

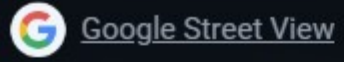
Respondent Exhibit:

Respondent Exhibit 1	81	89
Screenshot of Account Information		
Respondent Exhibit 2	82	89
General Notification		
Respondent Exhibit 3	83	89
Opening and Closing Report		
Respondent Exhibit 4	85	89
Tariff Rule 21		
Respondent Exhibit 5	108	114
Diagram of Circuit		
Respondent Exhibit 6	101	114
Event Log		
Respondent Exhibit 7	86	89
Denial Letter		

*Not attached

1660 S White Oak St

Lebanon, Pennsylvania



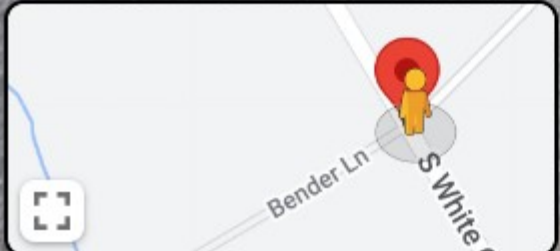
Nov 2021

See more dates

Exhibit 1.

Location of Met-Ed crew. NE corner of intersection working on Pole 1.

N



Google

4201 Oak St

Lebanon, Pennsylvania

Google Street View

Nov 2022

See more dates

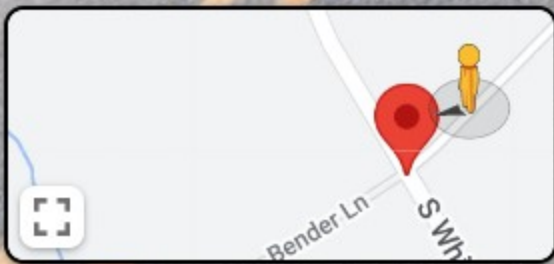
Exhibit 2

© 2023 Google

© 2023 Google

→ N

Distance from intersection to pole 2 approx. 260' Wires start to cross from N to S side of the Oak St.



Google

4127 Oak St

Lebanon, Pennsylvania

Google Street View

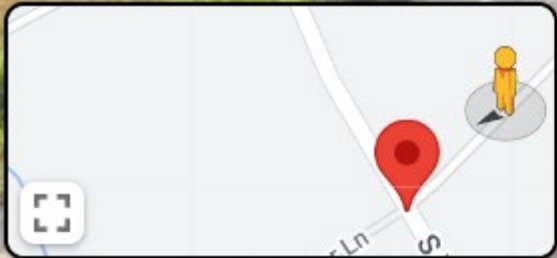
Nov 2022

See more dates

Exhibit 3



Distance from Pole 2 to Pole 3 approx. 340' Wires cross from pole 2 to pole 3 on the S side. of Oak St. vehicle encountered wires between pole 2 and 3 traveling east @ 1845 Hrs.



Google

Met-Ed[®]

A FirstEnergy Company

P. O. Box 16001
Reading, PA 19612-9977

January 3, 2023

REBECCA L HARTMAN
1751 N 7TH ST
LEBANON, PA 17046

RE: Met-Ed File No. ME2-65091
 Date of Incident 12/12/2022

Dear REBECCA L HARTMAN,

This will acknowledge receipt of your claim.

The Met Ed investigation indicates the incident affecting your property on 12/12/2022 was the result of the sudden and unforeseeable failure of equipment.

In this instance, there is no evidence that the damage was due to any improper conduct on the part of Met-Ed or its employees. The Tariff, adopted by the Pennsylvania Public Utility Commission, states Met Ed shall not be liable for damages due to causes beyond the Company's control. Met Ed is unable to honor your claim.

You may want to contact your insurance carrier to determine if there is coverage for your loss.

Sincerely,

Met-Ed Claims
MEClaims@firstenergycorp.com



Annville Township Police Department

36 N. Lancaster Street
Annville PA, 17003
717-867-2711
info@annvillepolice.com



Exhibit 8
Amended Report

Case Number: 22-0003131

ORI #: PA0380100

<u>Day / Date / Time (Reported)</u> Monday, December 12, 2022 6:47 PM	<u>Day / Date / Time (Arrived)</u> Monday, December 12, 2022 6:50 PM	<u>Day / Date / Time (Cleared)</u> Monday, December 12, 2022 7:25 PM
<u>Day / Date (of Occurrence)</u> Monday, December 12, 2022 6:47 PM	<u>To:</u> Monday, December 12, 2022 7:25 PM	
<u>Location of Occurrence</u> At intersection of OAK STREET / SR 934 ()	<u>Zone</u> 4 - SAT	<u>Municipality</u> South Annville Township Lebanon
<u>Reporting Officer:</u> SOLER, ANTHONY [65]	<u>Case Status:</u> OPEN	

<u>Copies To:</u> <input type="checkbox"/> Folder <input type="checkbox"/> Detective <input type="checkbox"/> Juv. Prob. <input type="checkbox"/> D. A. <input type="checkbox"/> Other: _____	<u>Follow up ?:</u> <input type="checkbox"/> Yes <input type="checkbox"/> No
--	--

Assisting

1 <u>Organization Name</u> FIRE POLICE

Driver

1 <u>Name - (Last, First, Middle)</u> HARTMAN, REBECCA L

Involved

1 <u>Organization Name</u> MET ED
--

Modus Operandi / Crime Analysis

There is no "Modus Operandi / Crime Analysis" info. for this case.



Annville Township Police Department

36 N. Lancaster Street
Annville PA, 17003
717-867-2711
info@annvillepolice.com



Case Number: 22-0003131

ORI #: PA0380100

Narrative(s)

Assigned: 12/12/2022 20:59

to officer: SOLER, ANTHONY

Approved: 12/22/2022 16:10

by: DUGAN, BERNARD G

Incident # 22-3131

Date/Time: 12/12/2022 @ 1847HRS

Location: Oak Street//Route 934

Officer: Soler #65

Driver 1: Wires Down

Owner (Not Driver): Met Ed

Driver 2: Rebecca Hartman

Address: 1751 North &th Street Lebanon Pa 17046

Vehicle Registration & Make: ZRZ2081 & Dodge

Insurance Company: Donegal Mutual Insurance Company

Phone: 717-270-2634

Policy Number: PAF 3210949

Crash Summary:

Unit 2 turned right onto Oak Street from Route 934. While traveling on Oak Street wires from a pole came down, ripping her driver driver side mirror off and damaging the body of the vehicle. No tow required, no injuries.

6/19/2023

Chief B. Dugan #52

I spoke to Keith Hartman who indicated the plate and VIN entered into this report are from his trailer registration that was in the same envelope as the registration for the Dodge truck. I edited the report and entered the correct plate and VIN that corresponds to the Dodge Truck and verified this via PA DOT records.

Usually we only enter one vehicle owner when two are listed. I entered Keith as the second owner. Rebecca was traveling north on Route 934 and therefore made a right turn on to Oak street. Additional narrative from the Officer has also been included below.



Annville Township Police Department

36 N. Lancaster Street
Annville PA, 17003
717-867-2711
info@annvillepolice.com



Case Number: 22-0003131

ORI #: PA0380100

Off. Anthony Soler #65
12/12/2022

On the date above I was dispatched to Oak Street// Route 934 relative to wires down. Dispatched advised me the wires came down and ripped the mirror off the complainant's truck.

I arrived on location and Met Ed was on scene. They advised me they had moved the wires off the road and to let the driver know they would have to file a claim with the company.

Down a little further I located a black Dodge Ram bearing Pa Reg ZRZ2081. I spoke with the driver Rebecca Hartman. Rebecca stated when she was driving on Oak Street wires came down as she was passing by and her truck got tangled in them. Causing the wires to rip off her driver side mirror and cause some damage to the front bumper and hood of the truck. Rebecca provided me with all the needed documents. I informed Rebecca of what Met Ed had told me. Rebecca stated she understood and then left the scene. I proceeded to clear from the location.

Nothing Further.



Annville Township Police Department

36 N. Lancaster Street
Annville PA, 17003
717-867-2711
info@annvillepolice.com



Case Number: 22-0003131

ORI #: PA0380100

Vehicle(s)

<u>Plate #</u>	<u>State</u>	<u>Expiration</u>	<u>Year</u>	<u>Type</u>	<u>Make</u>	<u>Model</u>	<u>Color</u>	<u>VIN</u>
ZRZ2081	PA	12/31/2023	2019	MOTORIZED VEHICLE	Dodge	Ram 2500	BLACK	3C6UR5DL8KG729345

Owners(s):

HARTMAN, REBECCA L
HARTMAN, KEITH ERIC

Occupant(s)

DRIVER

HARTMAN, REBECCA L



Annville Township Police Department

36 N. Lancaster Street
Annville PA, 17003
717-867-2711
info@annvillepolice.com



Case Number: 22-0003131

ORI #: PA0380100

To protect confidential personal information of any witness or victim in this report, this printed document including, but not limited to, an address, telephone number, driver's license or Identification Card number, social security number, date of birth, etc..., is to be destroyed when valueless.

Assisting

1 Organization Name

FIRE POLICE

Address

Phone

Driver

1 Name - (Last, First, Middle)

HARTMAN, REBECCA L

Address

1751 NORTH 7TH STREET
LEBANON, PA 17046

Occupation

Phone

HOME: 1-(717) 376-6684

Social Security #

Citizenship

Drivers License Info. (State / # / Class)

D. O. B.:

[REDACTED]

Age:

50

Sex: F

Race: WHITE

Height: -

Weight:

Hair:

Eyes:

Involved

1 Organization Name

MET ED

Address

600 SOUTH 5TH AVENUE
LEBANON, PA 17042

Phone

BUSINESS: 1-(717) 270-4759

Exhibit 9



AA 1-23

Cummins
TURBO DIESEL

RAM

SPORT

Exhibit 10



Exhibit 11



Docket No. C-2023-3038465

Keith E. Hartman & Rebecca Hartman v. Metropolitan Edison Company

The Hon. John M. Coogan

Hearing: Friday, September 8, 2023; 10:00 a.m.

Call-in Hearing No.: 888.459.7411; PIN: 95632432

PROPOSED HEARING EXHIBITS OF MET-ED

1. Customer Verification Screen
2. General Notification #352952636, dated 12/13/22
3. BCS Decision No. 3881451, closed 1/25/23
4. Tariff Rule 21
5. Map of area where events occurred
6. Event Log, dated 12/12/22
7. Claim Denial Letter, dated January 3, 2023
8. ~~Email to Donegal Insurance Company~~



Customer/Verification ⓘ

Partner: REBECCA L HARTMAN / ***-**-5662 ⓘ [803390495](#)

Cust Contact:
Password:
Prem Phone: (717)274-5944 BP Phone: (717)376-6643
Acct Nbr: ⓘ [100040437830](#) Nbr Accts: 1
Acct Name:
Email Addr: ⓘ rebecca hartman@comcast.net
Web User: COOLTANGO


Service Address	Mailing Address
1751 N 7TH ST LEBANON PA 17046	1751 N 7TH ST LEBANON PA 17046

Account Details

Acct Class: Residential Acct Status: ACTV
Rate: ME-RESF Pay Terms: 20DY
Risk: 0-LowRisk Dun Lock:
Inv Prt Out: Avg Mo Bill: [Calculate](#)
Sched MR Date: 03/21/2023 Sched Bill Date: 03/22/2023

Service Details

Dist Contract: ⓘ [6240121](#) ⓘ FE PTC: 0.10303100
Move-In Dt: 04/30/2001 Move-Out Dt:
Disc Status:
Disc Doc Dt: Type: Rsn:
Supplier: METED-ENERGY SUPPLIER ⓘ [28894881](#) ⓘ



GENERAL NOTIFICATION



WORK TYPE: Damage Claim-Customer Facility

Notification: 352952636 **Type:** GN
CREWS Work Request No.: 62320725

Order:
Crew Code:

Short Text: CLCU Damage Claim-Customer Facility
Required Start: 12/13/2022 @ 00:00:00

Reported by: REBECCA L HARTMAN

Phone: (717)376-6643

BUSINESS PARTNER

Business Partner No.: 803390495
REBECCA L HARTMAN
1751 N 7TH ST
LEBANON PA 17046

Contract Acct. No.: 100040437830
Phone: (717)376-6643

PREMISE INFORMATION

Premise No.: 2097672
1751 N 7TH ST
LEBANON PA 17046

Phone: (717)274-5944

TECHNICAL INFORMATION

Pole Key: 37171-38037
Circuit: 00715-2
Substation: NORTH LEBANON
Maintenance Group: 202 (Lebanon)
Tax District: 00000998
Tax Location: NORTH LEBANON - PA
Tax County: LEBANON

Meter: 5001218900 1 Phase

Main Wrk Ctr: PELLO

Long Text: Special Instructions: Same Road/Lane/Dog

- 12/13/2022 23:18:01 EST (ZEDBTCH)

* s/w keith hartman calling to file damages claim. we were working at intersection of rt 934 & oak st, customer turned onto oak st and after about 100 yards hit some wires/cables that caused damage to vehicle. says there was no road closure or signage. wires ripped mirrors off truck and caused damage all over truck body. vehicle is a 2019 dodge ram = 2500.... 610-842-8383 any time or email kraahartman@gmail.com damage occurred last night 12/12
Damage Claim-Customer Facility

DEVICE SERIAL NUMBER: 000000005001218900 1PH 3W FM2S 240V CL200;SMART



Assigned To

Assigned Specialist

Webb, Max S

Customer Information

Case Number

3881451

Account Number

100040437830

First Name

KEITH

Last Name

HARTMAN

Service Address

Address1

1751 N 7TH ST

Address2

Service City

LEBANON

Service State

PA

Service Zip

17046-0

Service Class

Work Phone

Home Phone

(610) 8428383

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

0

Children

0

Age

Adults

0

General

PUC Date Opened

12/20/2022

PUC Date Prepared

12/20/2022

Received Date

12/20/2022

PUC Date Closed

1/25/2023

Case Information

Prior Case Number

0

Term Date

Arrearage

0

Case Origin

Universal Service

Income

PUC WEBSITE

No

Source

Business Name

Reason For Contact

PEOPLE-DELIVERED SERVICE (I.E., SCHEDULING DELAYS, PERSONNEL, DAMAGES) (# 58)

Case Problem

THIS COMPLAINT IS REGARDING DAMAGES SUSTAINED TO OUR MOTOR VEHICLE, WHICH INCLUDED THE DRIVER'S SIDE MIRROR TORN OFF THE VEHICLE. ON 12/12/2022, MY WIFE REBECCA WAS TRAVELING ON OAK ST IN S. ANNVILLE TWP, JUST EAST OF STATE RT 934, WHEN SHE STRUCK POWER LINES HANGING ACROSS THE ROADWAY APPROXIMATELY 2FT OFF THE GROUND.

PRIOR TO TURNING ON OAK ST, SHE NOTICED WHAT SHE NOW KNOWS WAS A MET-ED TRUCK LOCATED ON RT 934 IN CLOSE PROXIMITY TO THE INTERSECTION WITH THEIR YELLOW HAZARD LIGHTS ON. THERE WERE NO SIGNS OR ROAD CLOSURES INDICATING A DANGEROUS SITUATION AHEAD. SHE IMMEDIATELY CONTACTED 911 AND EMERGENCY SERVICES WHO ASSISTED TO MAKE THE SITUATION SAFE.

THE FIRE AND POLICE DEPARTMENTS DETERMINED THAT THE LINE WAS A POWER LINE THAT HAD FALLEN. A POLICE REPORT WAS CREATED. - RELIEF SOUGHT - REIMBURSEMENT FOR DAMAGES SUSTAINED TO OUR VEHICLE. THE EMAIL ADDRESS KEHARTMAN@UGI.COM HAS BEEN ALLOWED TO BE SHARED.

Company Position

12/13/2022 I FILED A CLAIM WITH MET-ED ON THE MORNING OF 12/13/2022. A REPRESENTATIVE STATED IT COULD TAKE UP TO 10 DAYS FOR SOMEONE TO REVIEW MY CLAIM AND RETURN MY CALL AND A NOTE WOULD BE FORWARDED EXPRESSING THE URGENCY.

Related Information

Misc. Info.

Hot Issue

PUC Investigator / Intaker

Investigator First Name	Investigator Last Name	Investigator Phone
BCS	CASE POOL	(717)
Intaker First Name	Intaker Last Name	
MARIE	KENNEDY	

Status

Status

Closed

History

Click To Expand ▼

◀ ▶

Is Archived

Customer Information

Case Number

3881451

Customer First Name

KEITH

Customer Last Name

HARTMAN

Account Number

100040437830

Service Address

Address 1

1751 N. 7TH ST

Address 2

City

LEBANON

Service State

PA

Zip

17046

Home Phone

(610) 8428383

Work Phone

Mailing Address

Address 1

Address 2

City

State

Zip

Family

Adults

0

Family Size

0

Children

0

Age

General

PUC Date Opened

12/20/2022

PUC Sent Date

1/25/2023

PUC Date Closed

1/25/2023

Case Type

Pa-Informal

Assigned To

Assigned Specialist

Webb, Max S

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

1/10/2023

Head Date

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
305.43	0.00	0.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
0.00	0.00	0.00
Final Monthly Payment	Current Monthly Payment	End Monthly Payment
0.00	0.00	0.00
Reconnect Amount	Pay Amount	
0.00	0	

PUC Terms

Letter Description

Resolution

VERBAL CLOSE: SPOKE WITH THE CUSTOMER AND EXPLAINED TO HIM THAT MET-ED DENIED HIS CLAIM. THE CUSTOMER WAS THANKFUL FOR THE PUC'S EFFORTS AND SAID HE WOULD EXPLORE OTHER OPTIONS FOR REIMBURSEMENT OF DAMAGES. THE CUSTOMER GAVE VERBAL PERMISSION TO CLOSE THE CASE.

Has Decision Issue **Response Time**

Other Information

Investigator First Name	Investigator Last Name
THOMAS	HARDING
Investigator Area Code	Investigator Phone
717	
Investigator Fax Area Code	Investigator Fax

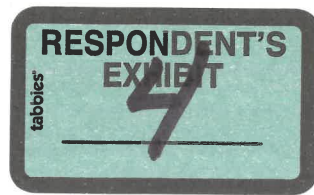
Intaker First Name	Intaker Last Name
MARIE	KENNEDY

Status

Is SAP Completed	SAP Completion Date
<input checked="" type="checkbox"/>	1/26/2023

History

Click To Expand ▼



GENERAL RULES AND REGULATIONS

21. Service Continuity: Limitation on Liability for Service Interruptions and Variations

The Customer, by accepting service from the Company, assumes responsibility for the safety and adequacy of the wiring and equipment installed by the Customer. The Customer agrees to indemnify and save harmless the Company from any liability which may arise as a result of the presence or use of the Company's electric service or property, defects in wiring or devices on the Customer's premises, or the Customer's failure to comply with the National Electrical Code.

The Company does not guarantee a continuous, uninterrupted, or regular supply of electric service. The Company may, without liability, interrupt or limit the supply of electric service for the purpose of making repairs, changes, or improvements in any part of its system for the general good of the service or the safety of the public or for the purpose of preventing or limiting any actual or threatened instability or disturbance of the system. The Company shall not be liable for any damages due to accident, strike, storm, lightning, riot, fire, flood, legal process, state or municipal interference, or any other cause beyond the Company's control.

In all other circumstances, unless caused by the willful and/or wanton misconduct of the Company, the liability of the Company to Customers or third parties for all injuries and damages, direct or consequential, including damage to computers and other electronic equipment and appliances, or loss of business, profit or production caused by variations or interruptions in electric supply, high or low voltage, spikes, surges, single phasing, phase failure or reversal, stray voltage, neutral to earth voltage, equipment failure or malfunction, response time to electric outages or emergencies, or the non-functioning or malfunctioning of street lights or traffic control signals and devices shall be limited to Five Hundred Dollars (\$500) for residential customers and Two Thousand Dollars (\$2,000) for commercial and industrial customers. In no case shall the Company's aggregate liability for multiple claims arising from a single alleged negligent act, incident, event, or omission exceed Two Hundred Thousand (\$200,000). The Company's actions that are in conformance with electric system design, the National Electrical Safety Code, or electric industry operation practices shall be conclusively deemed not to be negligent. A variety of protective devices and alternate power supply equipment that may prevent or limit such damages are available. Due to the sensitive nature of computers and other electronically controlled equipment, the Customer, especially three-phase Customers, should provide protection against variations in supply.

GENERAL RULES AND REGULATIONS

Rule 21 – Service Continuity: Limitation on Liability for Service (continued)

To the extent applicable under the Uniform Commercial Code or on any theory of contract or products liability, the Company disclaims and shall not be liable to any Customer or third party for any claims involving and including, but not limited to, strict products liability, breach of contract, and breach of actual or implied warranties of merchantability or fitness for an intended purpose.

If the Company becomes liable under Section 2806(g) or 2809(c) of the Public Utility Code, 66 Pa. C.S. §§ 2806(g) and 2809(f), for Pennsylvania state taxes not paid by an Electric Generation Supplier (EGS), the non-compliant EGS shall indemnify the Company for the amount of additional state tax liability imposed upon the Company by the Pennsylvania Department of Revenue due to the failure of the EGS to pay or remit to the Commonwealth the tax imposed on its gross receipts under Section 1101 of the Tax Report Code of 1971 or Chapter 28 of Title 66.

22. Transfer of Electric Generation Supplier

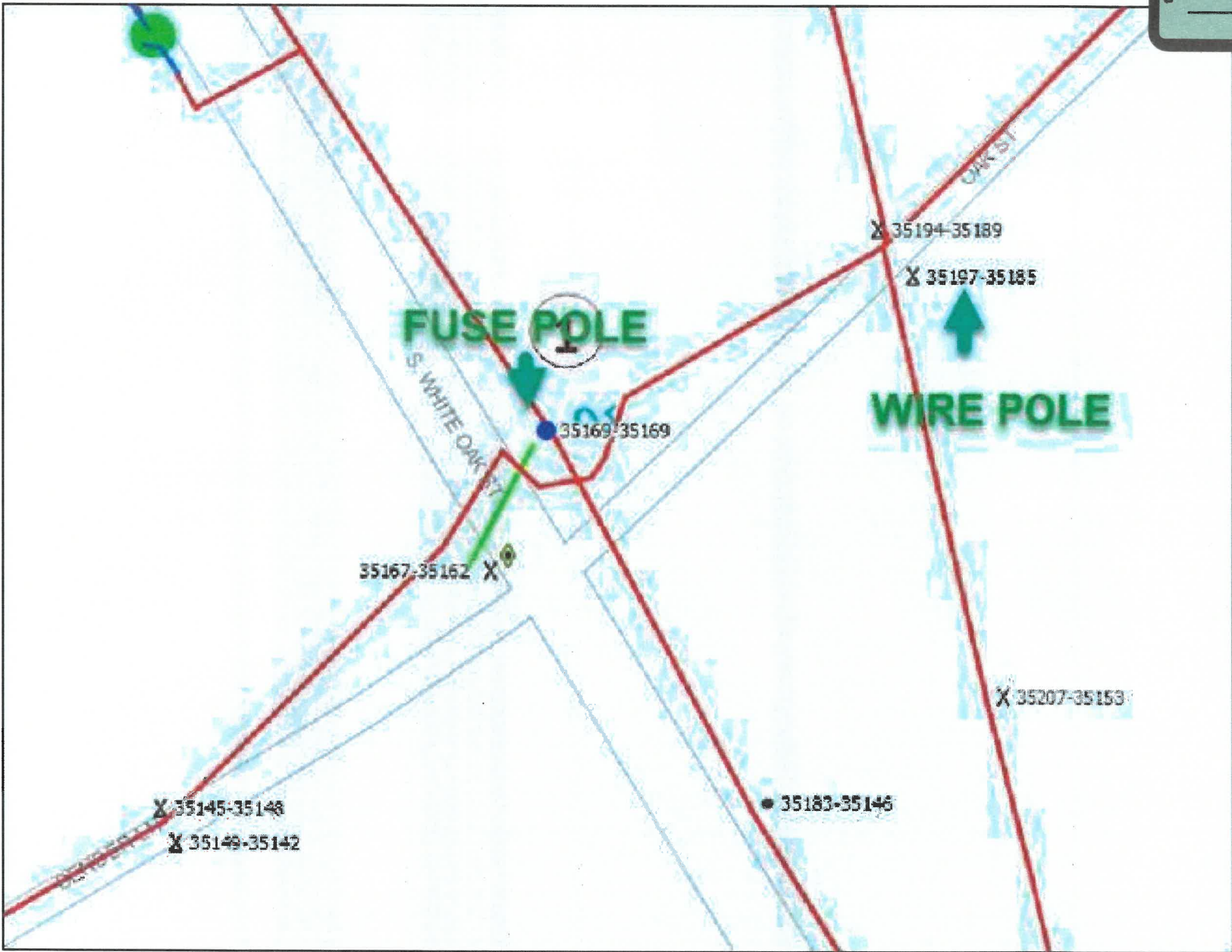
The Company shall change a Customer's EGS in accordance with 52 Pa. Code Chapter 57, Subchapter M, "Standards for Changing a Customer's Electricity Generation Supplier." Pursuant to the Commission's Rulemaking to Amend the Provisions of 52 Pa. Code, Chapter 57 Regulations Regarding Standards for Changing a Customer's Electricity Generation Supplier, at Docket No. L-2014-2409383, changes in a Customer's EGS shall be effective within three (3) business days after the enrollment request is processed, regardless of whether the meter reading is actual or estimated.

23. Electric Vehicle Charging

Electric vehicle charging at third-party owned electric vehicle charging stations shall not be considered resale of electricity as described in 66 Pa. C.S. § 1313. A third-party owned electric vehicle charging station is defined as a charging station owned by a third party open to the public for the sole purpose of electric vehicle charging. An electric vehicle is defined as any vehicle licensed to operate on public roadways that is propelled in whole or in part by electric energy stored on-board for the purpose of propulsion. Types of electric vehicles include, but are not limited to, plug-in hybrid electric vehicles and battery electric vehicles. Electric vehicle charging stations shall be constructed in accordance with the National Electrical Code and the Company's service installation policies. The station must be designed to protect against back flow of electricity to the Company's electrical distribution circuit as required by Company rules. The Customer, who may be either the owner or the host of the third-party owned electric vehicle charging station, shall notify the Company at least one hundred twenty (120) days in advance of the planned installation date and may be required to install metering for the station as determined by the Company. The Customer shall be responsible for all applicable Tariff rates, fees and charges.

(C)

(C) Change



External Name	Actual Time	System Time	Event ID	Employee Name	Description	Work Queue	MDT
Added Radial	12/12/2022 17:24:20	12/12/2022 17:24:20	171183	System	Radial flag has been set	Dispatch	N
Order Status Change	12/12/2022 17:24:20	12/12/2022 17:24:20	171183	System	Event given Probable Device Outage status at Service Point: 3545 OAK ST.	Dispatch	N
Order Transfer	12/12/2022 17:24:20	12/12/2022 17:24:20	171183	System	Work Queue changed from to DCC	Dispatch	N
Update	12/12/2022 17:24:20	12/12/2022 17:24:20	171183	System	Outage merged upstream to device OH Transformer 35465-35750 B 00742-2	Dispatch	N
Update ETR	12/12/2022 17:24:20	12/12/2022 17:24:20	171183	System	Estimated restore time changed from (N) to 2022-12-12 20:23:39 (I)	Dispatch	N
Update	12/12/2022 17:27:13	12/12/2022 17:27:13	171183	Eric W. Stevenson	Outage manually moved upstream to device Fuse B 35169-35169 00742-2	Dispatch	N
Update	12/12/2022 17:27:13	12/12/2022 17:27:13	171183	Eric W. Stevenson	Predicted stable flag has been set	Dispatch	N
Update	12/12/2022 17:27:13	12/12/2022 17:27:13	171183	Eric W. Stevenson	Outage manually moved upstream to device Fuse B 35169-35169 00742-2	Dispatch	N
Update	12/12/2022 17:27:13	12/12/2022 17:27:13	171183	Eric W. Stevenson	Outage manually moved upstream to device Fuse B 35169-35169 00742-2	Dispatch	N
Crew Assign	12/12/2022 17:27:56	12/12/2022 17:27:56	171183	Eric W. Stevenson	Crew MONK_BRIAN - 40389 assigned	Dispatch	N
Order Status Change	12/12/2022 17:27:56	12/12/2022 17:27:56	171183	Eric W. Stevenson	Event status changed from NEW to ASN	Dispatch	N
Crew Dispatch	12/12/2022 17:29:36	12/12/2022 17:29:36	171183	Eric W. Stevenson	Crew MONK_BRIAN - 40389 assignment dispatched	Dispatch	N
Order Status Change	12/12/2022 17:29:36	12/12/2022 17:29:36	171183	Eric W. Stevenson	Event status changed from ASN to DSP	Dispatch	N
Update	12/12/2022 17:29:39	12/12/2022 17:29:39	171183	System	Event 171183 arrived at crew MONK_BRIAN - 40389's Mobile Device	Dispatch	N
Order Status Change	12/12/2022 17:29:40	12/12/2022 17:29:40	171183	System	Event status changed from DSP to RCVD	Dispatch	N
Crew Enroute	12/12/2022 18:00:46	12/12/2022 18:00:47	171183	System	Crew MONK_BRIAN - 40389 en-route	Dispatch	N
Order Status Change	12/12/2022 18:00:47	12/12/2022 18:00:47	171183	System	Event status changed from UAS to ENR	Dispatch	N
Order Status Change	12/12/2022 18:00:47	12/12/2022 18:00:47	171183	System	Event status changed from RCVD to UAS	Dispatch	N
Crew Arrived	12/12/2022 18:31:05	12/12/2022 18:31:05	171183	System	Crew MONK_BRIAN - 40389 arrived at device	Dispatch	N
Order Status Change	12/12/2022 18:31:05	12/12/2022 18:31:05	171183	System	Event status changed from ENR to ONS	Dispatch	N
Crew Arrived	12/12/2022 18:34:55	12/12/2022 18:35:55	171183	System	Crew MONK_BRIAN - 40389 arrived at device	Dispatch	N
Order Status Change	12/12/2022 18:54:02	12/12/2022 18:54:02	171183	System	Event given Real Device Outage status at Fuse B 35169-35169 00742-2	Dispatch	N
Update	12/12/2022 18:54:02	12/12/2022 18:54:03	171183	System	Un-Inhibit Topology	Dispatch	N
Crew Assign	12/12/2022 19:09:47	12/12/2022 19:09:47	171183	Eric W. Stevenson	Crew REINHART_ALLEN - 7027 assigned	Dispatch	N
Crew Dispatch	12/12/2022 19:09:54	12/12/2022 19:09:54	171183	Eric W. Stevenson	Crew REINHART_ALLEN - 7027 assignment dispatched	Dispatch	N
Crew Assign	12/12/2022 19:23:19	12/12/2022 19:23:19	171183	System	Crew MONK_BRIAN - 40389 assigned	Dispatch	N
Crew Remove	12/12/2022 19:23:19	12/12/2022 19:23:19	171183	System	Crew MONK_BRIAN - 40389 released	Dispatch	N
Order Status Change	12/12/2022 19:23:19	12/12/2022 19:23:19	171183	System	Event status changed from ASN to SUS	Dispatch	N
Order Status Change	12/12/2022 19:23:19	12/12/2022 19:23:19	171183	System	Event status changed from ONS to ASN	Dispatch	N
Crew Assign	12/12/2022 19:23:20	12/12/2022 19:23:20	171183	System	Crew MONK_BRIAN - 40389 unassigned	Dispatch	N
Order Status Change	12/12/2022 19:23:20	12/12/2022 19:23:20	171183	System	Event status changed from SUS to ASN	Dispatch	N
Crew Assign	12/12/2022 19:41:06	12/12/2022 19:41:06	171183	Eric W. Stevenson	Crew GROVE_DAVID A - 3937 assigned	Dispatch	N
Crew Dispatch	12/12/2022 19:41:06	12/12/2022 19:41:06	171183	Eric W. Stevenson	Crew GROVE_DAVID A - 3937 assignment dispatched	Dispatch	N
Order Status Change	12/12/2022 19:41:06	12/12/2022 19:41:06	171183	Eric W. Stevenson	Event status changed from ASN to DSP	Dispatch	N
Crew Assign	12/12/2022 19:41:19	12/12/2022 19:41:19	171183	Eric W. Stevenson	Crew GROVE_DAVID A - 3937 unassigned	Dispatch	N
Update ETR	12/12/2022 20:10:56	12/12/2022 20:10:56	171183	System	Estimated restore time changed from 2022-12-12 20:23:39 (I) to 2022-12-12 22:23:39 (A)	Dispatch	N
Update	12/12/2022 20:24:35	12/12/2022 20:24:35	171183	System	Event 171183 arrived at crew REINHART_ALLEN - 7027's Mobile Device	Dispatch	N
Order Status Change	12/12/2022 20:24:40	12/12/2022 20:24:40	171183	System	Event status changed from DSP to RCVD	Dispatch	N
Order Status Change	12/12/2022 20:30:04	12/12/2022 20:30:04	171183	System	Event status changed from RCVD to CRD	Dispatch	N
Crew Enroute	12/12/2022 21:04:30	12/12/2022 21:04:31	171183	System	Crew REINHART_ALLEN - 7027 en-route	Dispatch	N
Order Status Change	12/12/2022 21:04:31	12/12/2022 21:04:31	171183	System	Event status changed from CRD to UAS	Dispatch	N
Order Status Change	12/12/2022 21:04:31	12/12/2022 21:04:31	171183	System	Event status changed from UAS to ENR	Dispatch	N
Crew Arrived	12/12/2022 21:06:17	12/12/2022 21:06:31	171183	System	Crew REINHART_ALLEN - 7027 arrived at device	Dispatch	N
Order Status Change	12/12/2022 21:06:31	12/12/2022 21:06:31	171183	System	Event status changed from ENR to ONS	Dispatch	N
Update ETR	12/12/2022 22:10:57	12/12/2022 22:10:57	171183	System	Estimated restore time changed from 2022-12-12 22:23:39 (A) to 2022-12-13 00:23:39 (A)	Dispatch	N
Order Status Change	12/12/2022 22:45:57	12/12/2022 22:45:57	171183	System	Event status changed from ONS to RST	Dispatch	N
Update	12/12/2022 22:45:52	12/12/2022 22:45:57	171183	System	Open and Lock Out The Control Handle	Dispatch	N
Update	12/12/2022 22:45:52	12/12/2022 22:45:57	171183	System	Event restored	Dispatch	N
Crew Assign	12/12/2022 22:51:29	12/12/2022 22:51:29	171183	System	Crew REINHART_ALLEN - 7027 assigned	Dispatch	N
Crew Remove	12/12/2022 22:51:29	12/12/2022 22:51:29	171183	System	Crew REINHART_ALLEN - 7027 released	Dispatch	N
Order Status Change	12/12/2022 22:51:29	12/12/2022 22:51:29	171183	System	Event status changed from RST to INC	Dispatch	N
Crew Assign	12/12/2022 22:51:32	12/12/2022 22:51:32	171183	System	Crew REINHART_ALLEN - 7027 unassigned	Dispatch	N
Order Status Change	12/12/2022 22:51:29	12/12/2022 22:51:32	171183	System	Event completed	Dispatch	N
Order Status Change	12/12/2022 23:01:31	12/12/2022 23:01:31	171183	Cobern, Christopher	Event completed	Dispatch	N
Order Status Change	12/12/2022 23:01:31	12/12/2022 23:01:31	171183	Cobern, Christopher	Event status changed from INC to CMP	Dispatch	N

Timestamp: 06/12/2023 22:35



A FirstEnergy Company

P. O. Box 16001
Reading, PA 19612-9977



January 3, 2023

REBECCA L HARTMAN
1751 N 7TH ST
LEBANON, PA 17046

RE: Met-Ed File No. ME2-65091
 Date of Incident 12/12/2022

Dear REBECCA L HARTMAN,

This will acknowledge receipt of your claim.

The Met Ed investigation indicates the incident affecting your property on 12/12/2022 was the result of the sudden and unforeseeable failure of equipment.

In this instance, there is no evidence that the damage was due to any improper conduct on the part of Met-Ed or its employees. The Tariff, adopted by the Pennsylvania Public Utility Commission, states Met Ed shall not be liable for damages due to causes beyond the Company's control. Met Ed is unable to honor your claim.

You may want to contact your insurance carrier to determine if there is coverage for your loss.

Sincerely,

Met-Ed Claims
MEClaims@firstenergycorp.com