

COMMONWEALTH OF PENNSYLVANIA
(Public Utility Commission)

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ASHLEY ESSIG, :
Complainant, : Case No.:
vs. : C-2024-3046858
PPL ELECTRIC UTILITIES :
CORPORATION, :
Respondent. :
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Pages 1 through 53 TELEPHONIC HEARING
Judge's Chambers
Commonwealth Keystone Bldg.
400 North Street
Harrisburg, PA 17120

Wednesday, July 24, 2024
Met, pursuant to notice, at 10:04 a.m.

BEFORE: THE HONORABLE ALPHONSO ARNOLD III
Administrative Law Judge

INDEX TO EXHIBITS
Docket No.: C-2024-3046858
Hearing Date: July 24, 2024

EXHIBITS INDEX

NUMBER	FOR IDENTIFICATION	IN EVIDENCE
PPL EXHIBITS:		
2 (Record of customer contacts)	22	49
5 (Neutral isolator test)	28	49

PPL ELECTRIC

Exhibit 2

Account Contact History
Account: ██████████ **Customer Name: ASHLEY ESSIG**
 From 7/5/2020 to 7/5/2024

Contact Date	Contact Type	Remarks	User
2024-06-29	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note 311768 Call Type 12 No Lights Pole Hit or Down Comments cci to report outage pole down wires were pole to pole	WCT
2024-03-06	WUR Assessment	ASHLEY ESSIG Ratepayer. Caller s Concern Power Outage. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	KATHLEEN DUFFEY
2024-03-06	Miscellaneous	Caller ASHLEY ESSIG Ratepayer. cci has not rec results reliability testing adv done on 2 27 24. adv looks like completed on 2 27 24.	KATHLEEN DUFFEY
2024-03-03	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note OMS_CSS.services.contacts.privcontacts notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 01 AMI Power Down Event Comments none	MTR
2024-02-29	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note OMS_CSS.services.contacts.privcontacts notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 01 AMI Power Down Event Comments none	MTR
2024-02-27	SC - PUC Formal Complaint	The customer filed Formal Complaint Docket No. C-2024-3046858- WATT ID 4177336	E02623
2024-02-27	Miscellaneous	WATT FieldFormalComplaint - Service Related-Reliability Work Item 4177336 Created	CARMEN P URBAN
2024-02-23	Miscellaneous	Caller Back Office Ratepayer. Response back from Gavin Canfield in Reliability I had previously reach out to a customer service rep with this information but it never made the account The report is with the PUC the customer has already been informed of the tests we conducted multiple times	DESTINY GARNETT
2024-02-23	Miscellaneous	Caller ASHLEY ESSIG Ratepayer. s. Customer is requesting our reports of our findings so that she can provide them to her electrician. Advised customer I would get a message out to reliability and that someone would be in contact with her within 5 business days. Understands Y	DESTINY GARNETT
2024-02-23	Miscellaneous	Caller ASHLEY ESSIG Ratepayer User Comments Sw the rp Ashley Essig caller states the PPL crew trucks have been dispatched to her house numerous times since the end pf January over stray voltage. States while inside of their hot tub they are being shocked. There was a ground rod and wire installed by electrician but they are still experiencing these shock	DESTINY GARNETT
2024-02-23	WUR Assessment	ASHLEY ESSIG Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated No. Investigation reqd No. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	DESTINY GARNETT
2024-02-23	Call Transfer	Caller ASHLEY ESSIG Ratepayer User Comments called for copy of reports of when we came out regarding electr that came out to install ground wiring..xfer to serv dept	KIMBERLY WASHINGTON
2024-02-23	WUR Assessment	ASHLEY ESSIG Ratepayer. Caller s Concern Call Transfer. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	KIMBERLY WASHINGTON
2024-02-23	Credit	Caller Back Office Ratepayer. Acct auto popped dead air. No name or acct action taken.	DESTINY GARNETT
2024-02-20	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note OMS_CSS.services.contacts.privcontacts notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 01 AMI Power Down Event Comments none	MTR
2024-02-20	Miscellaneous	Caller ASHLEY ESSIG Ratepayer. CX CLLED FR UPDTE STATUS REPORT ON WHT TECH FOUND AS AN ISSUE WTH HER HOT TUB VOLTAGE TO REPORT TO THE ELECTRICIAN	TAMEKIA WRIGHT
2024-02-20	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 82 Flickering Lights Comments IVR Flickering Lights reported	IVR
2024-02-20	SC - GRACE EXTENSION	Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments BCS 3961135 DEC CLOSED02 20 2024-THE COMPANY INSTALLED A NEUTRAL ISOLATOR ON 02 12 2024 AND FOUND HIGHER VOLTAGE AT THE HOT TUB. COMPANY REPORTS THE ISSUE IS AT CUSTOMER END.CUSTOMER NOT SATISFIED WITH FINDING AND INTENDS ON FILING AT FORMAL LEVEL.	CUCL143
2024-02-12	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note OMS_CSS.services.contacts.privcontacts notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 01 AMI Power Down Event Comments none	MTR
2024-02-01	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note OMS_CSS.services.contacts.privcontacts notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 01 AMI Power Down Event Comments none	MTR
2024-01-27	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note e191053 Call Type 50 Critical Information Comments Cust getting shocked in hot tub. Had electrician install grounding rod and wire per PPL crew recommendati	WCT
2024-01-27	Credit	Caller Back Office Ratepayer. caller not able to hear me	DAQUINNIN TATE

Contact Date	Contact Type	Remarks	User
2024-01-16	WAM	Caller ASHLEY ESSIG Ratepayer. looking for follow up on stray voltage issue states crews came out friday but didn t know what they were supposed to do and left. sent email to reliability. Rev 01 17 2024 16 16 update Gavin stated NE reliability will have a crew out tomorrow to do further investigation.	LINDSY SMIGEL
2024-01-16	WUR Assessment	ASHLEY ESSIG Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO Not on Phone.	MATHEW CASEY
2024-01-16	Call Transfer	Caller ASHLEY ESSIG Ratepayer User Comments IB Power Problem SW RP ASHLEY ESSIG Customer asked about engineering issue Transfer to WAM Customer understands transfer	MATHEW CASEY
2024-01-13	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note OMS_CSS.services.contacts.privcontacts.notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 01 AMI Power Down Event Comments none	MTR
2024-01-10	SC - PUC Informal Complaint	PUC MDIA BCS 3961135	CUCL143
2024-01-09	Service	Caller Back Office Ratepayer. Spoke with rate payers husband and confirmed they still did not ground the hot tub. Explained to customer we have replaced all connections up at the transformer and that the stray voltage is still being seen. Customer requested documentation for grounding around his hot tub. I will follow up with him again.	GAVIN CANFIELD
2024-01-09	WAM	Caller ASHLEY ESSIG Ratepayer. Caller Ashley Essig just called following up on visit form last night. I reached out to Gavin Canfield ENG so he can contact her with an update ASHLEY ESSIG 570-991-8567	JILLIAN COLLINS
2024-01-09	Special Situation	Caller Back Office Ratepayer. if caller calls in again do not send crews out to investigate. Call Gavin Canfield 570 352 4030 Reliability Support engineer. Homeowners need to prove that they have the hot tub grounded properly. This includes GFCI breaker 4 wire to the breaker and proper grounding from all components of the hot tub to frame and meter base.	GAVIN CANFIELD
2024-01-09	Special Situation	Caller Back Office Ratepayer. Reliability and crews went to investigate power issues. Crews replaces all connections up at transformer and double checked grounds at transformer pole and pole several spans away. Customer was directed to install continuous 6 bare copper around hot tub to Meter base ground last week. Customer did not answer door when on site	GAVIN CANFIELD
2024-01-09	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note OMS_CSS.services.contacts.privcontacts.notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 01 AMI Power Down Event Comments none	MTR
2024-01-09	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note e154956 Call Type 81 Voltage Complaint Comments customer states she was in hot tub and kept getting shocked - spa company came out and cut the serv - stray v	WCT
2024-01-08	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note OMS_CSS.services.contacts.privcontacts.notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 01 AMI Power Down Event Comments none	MTR
2024-01-08	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note e92318 Call Type 81 Voltage Complaint Comments customer states she was in hot tub and kept getting shocked - spa company came out and cut the serv - stray vo	WCT
2024-01-08	Service	Caller ASHLEY ESSIG Ratepayer. cont experiencing stray voltage states husband was shocked by the guide wire states electric I see that TROU call is NOW closed non ppl problem Per suprv Salim- he checked STEM and advised to send an email to Gavin Canfield and CC suprv Asteak Courtney CAsteak@pplweb.com . Sent email n marked as high importance Sat	NICOLE Y DENNIS
2024-01-08	Service	Caller ASHLEY ESSIG Ratepayer User Comments this customer is very concerned for their safety. ppl came out twice but issue not resolved got call from someone today from ppl for TROU call n they said to contact us back so she can reach out to ENG per notes from today 1 8 per Kelly Bell- cust calling about outage reported for Customer states is	NICOLE Y DENNIS
2024-01-08	WUR Assessment	ASHLEY ESSIG Ratepayer. Caller s Concern Power Outage. Position Stated No. Investigation reqd Yes. . WUR Required No. Provided PUC No. Interested in SO No.	NICOLE Y DENNIS
2024-01-08	Credit	Caller ASHLEY ESSIG Ratepayer User Comments trans to EE	NICOLA BLOUNT
2024-01-08	WUR Assessment	ASHLEY ESSIG Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO Not on Phone.	NICOLA BLOUNT
2024-01-08	Miscellaneous	Caller Back Office Ratepayer. CCI regarding open ticket. Call disconnected before I could verify acct	SKYE TORRES
2024-01-08	Call Transfer	Caller ASHLEY ESSIG Ratepayer User Comments cx rquest NC dept for open ticket	MAHABERETA NELSON
2024-01-08	WUR Assessment	ASHLEY ESSIG Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO Not on Phone.	MAHABERETA NELSON
2024-01-08	Service	Caller ASHLEY ESSIG Ratepayer. Cust has been reporting stray voltage since 01 02 was told an electrical engineer would be out and has an open WO checked in data mart cust has reported this issue several times however all PSP are showing closed and connections ok re-issued trouble call and sent field service request to reliability group	KELLY A BELL
2024-01-08	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note e154505 Call Type 50 Critical Information Comments Customer states is experiencing stray voltage states husband was shocked by the guide wire states electric	WCT

Contact Date	Contact Type	Remarks	User
2024-01-08	Electric Outage - Issuance	Cond 1 Voltage Complaint Cond 2 Comments had electrician out on Friday obtained a reading 0-L on friday cust states husband was shocked by the guidewi Cond 3 Cond 4 Note e154505 Call Type 81	WCT
2024-01-08	Electric Outage - Issuance	Cond 1 Lights Comments IVR Flickering Lights reported Cond 2 Cond 3 Cond 4 Note IVR Call Type 82 Flickering	IVR
2024-01-05	Electric Outage - Issuance	Cond 1 Information Comments called in stating theres stray electric in his house. Cond 2 Cond 3 Cond 4 Note 313059 Call Type 50 Critical	WCT
2024-01-03	Electric Outage - Issuance	Cond 1 Flickering Lights Comments has been happening for a while whole house neutral line electr Cond 2 Cond 3 Cond 4 Note 311438 Call Type 82 PPI did go check and it was determined no	WCT
2024-01-03	Electric Outage - Issuance	Cond 1 Lights Comments IVR Flickering Lights reported Cond 2 Cond 3 Cond 4 Note IVR Call Type 82 Flickering	IVR
2024-01-02	Service	Caller Chris Essig Spouse. called to check on trouble call stray voltage was sent to dispatch at 1 12 pm crews working on other job at this time and will be assigned and go out	CHRISTINE E KONDROSKY
2024-01-02	Call Transfer	Caller ASHLEY ESSIG Ratepayer User Comments Chris Essig - called regarding the crew that they told him will go to investigate the electric issue in the house transfer to WAM for further assistance cx understood	MICHAELANGELO SALVO
2024-01-02	WUR Assessment	ASHLEY ESSIG Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO Not on Phone.	MICHAELANGELO SALVO
2024-01-02	Electric Outage - Issuance	Cond 1 Voltage Complaint Comments customer states she was in hot tub and kept getting shocked - spa company came out and cut the serv - stray vo Cond 2 Cond 3 Cond 4 Note 309156 Call Type 81	WCT
2024-01-02	Credit	Caller Chris Essig Spouse User Comments trans to WAM	NICOLA BLOUNT
2024-01-02	WUR Assessment	Chris Essig Spouse. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO Not on Phone.	NICOLA BLOUNT
2023-12-28	Electric Outage - Issuance	Cond 1 OMS_CSS.services.contacts.privcontacts notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 01 AMI Power Down Event Comments none Cond 2 Cond 3 Cond 4 Note	MTR
2023-12-11	Correspondence - General	Template Name Summary Billing Friendly Reminder Created By Gentle Vernesia Letter Edited No CS Letters ID 5578584	CSLET
2023-12-11	Miscellaneous	Caller ASHLEY ESSIG Ratepayer User Comments cux rp ashley essig calling to get bal on acct and request paper bill cux hasnt received a bill since oct. sent cux a summary bill advised cux bal on acc is 530.10 due by 01 02 2024 of that bal 257.88 is past due was due on 11 28 current bill 272.22 cux sat.	VERNESIA GENTLE
2023-12-11	WUR Assessment	ASHLEY ESSIG Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	VERNESIA GENTLE
2023-12-11	Electric Outage - Issuance	Cond 1 OMS_CSS.services.contacts.privcontacts notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 01 AMI Power Down Event Comments none Cond 2 Cond 3 Cond 4 Note	MTR
2023-10-27	Electric Outage - Issuance	Cond 1 OMS_CSS.services.contacts.privcontacts notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 01 AMI Power Down Event Comments none Cond 2 Cond 3 Cond 4 Note	MTR
2023-08-15	Electric Outage - Issuance	Cond 1 OMS_CSS.services.contacts.privcontacts notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 01 AMI Power Down Event Comments none Cond 2 Cond 3 Cond 4 Note	MTR
2023-04-02	Electric Outage - Issuance	Cond 1 OMS_CSS.services.contacts.privcontacts notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 01 AMI Power Down Event Comments none Cond 2 Cond 3 Cond 4 Note	MTR
2023-03-31	Electric Outage - Issuance	Cond 1 OMS_CSS.services.contacts.privcontacts notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 01 AMI Power Down Event Comments none Cond 2 Cond 3 Cond 4 Note	MTR
2023-02-24	Electric Outage - Issuance	Cond 1 OMS_CSS.services.contacts.privcontacts notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 01 AMI Power Down Event Comments none Cond 2 Cond 3 Cond 4 Note	MTR
2023-02-04	Data Repair	CREDIT OF LPC OVERCHARGE	CUBLP511
2023-02-02	Data Repair	DR_REQ10782282 - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2023-01-13	Data Repair	INC10765324 - Reads Workaround	CSSDR044
2022-12-01	Electric Outage - Issuance	Cond 1 OMS_CSS.services.contacts.privcontacts notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 01 AMI Power Down Event Comments none Cond 2 Cond 3 Cond 4 Note	MTR

Contact Date	Contact Type	Remarks	User
2022-05-25	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note OMS_CSS.services.contacts.privcontacts notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 01 AMI Power Down Event Comments none	MTR
2022-02-18	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note OMS_CSS.services.contacts.privcontacts notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 01 AMI Power Down Event Comments none	MTR
2021-12-06	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note Comments none Note IVR Call Type 10 No Lights	IVR
2021-12-06	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note OMS_CSS.services.contacts.privcontacts notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 01 AMI Power Down Event Comments none	MTR
2021-08-30	Miscellaneous Accounts Receivable Adjustment	Debit to offset LPC	CSSDR044
2021-08-14	Data Repair	CREDIT OF LPC OVERCHARGE	CUBLP511
2021-08-14	Data Repair	CREDIT OF LPC OVERCHARGE	CUBLP511
2021-03-27	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note OMS_CSS.services.contacts.privcontacts notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 01 AMI Power Down Event Comments none	MTR
2021-03-26	Credit - Outbound Call		ROBERT KENDALL
2021-03-26	Credit	Caller ASHLEY ESSIG Ratepayer. obc spkw ashley Essig re 167.18 prev bal RP sd lpaid in Feb so I m not worried I adv due 3 4 so calls are beung made will continue while opne she hung up	ROBERT KENDALL
2021-03-26	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note OMS_CSS.services.contacts.privcontacts notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 01 AMI Power Down Event Comments none	MTR
2020-12-15	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note OMS_CSS.services.contacts.privcontacts notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 01 AMI Power Down Event Comments none	MTR
2020-12-10	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-11-04	WUR Assessment	ASHLEY ESSIG Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	SOPHORN TOUCH
2020-11-04	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-10-29	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-10-27	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-10-13	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-10-09	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-10-07	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-09-22	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-09-10	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-09-08	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-08-27	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note OMS_CSS.services.contacts.privcontacts notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 01 AMI Power Down Event Comments none	MTR
2020-07-30	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-07-28	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-07-24	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-07-22	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-07-20	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-07-16	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-07-14	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR

PPL ELECTRIC

Exhibit 5

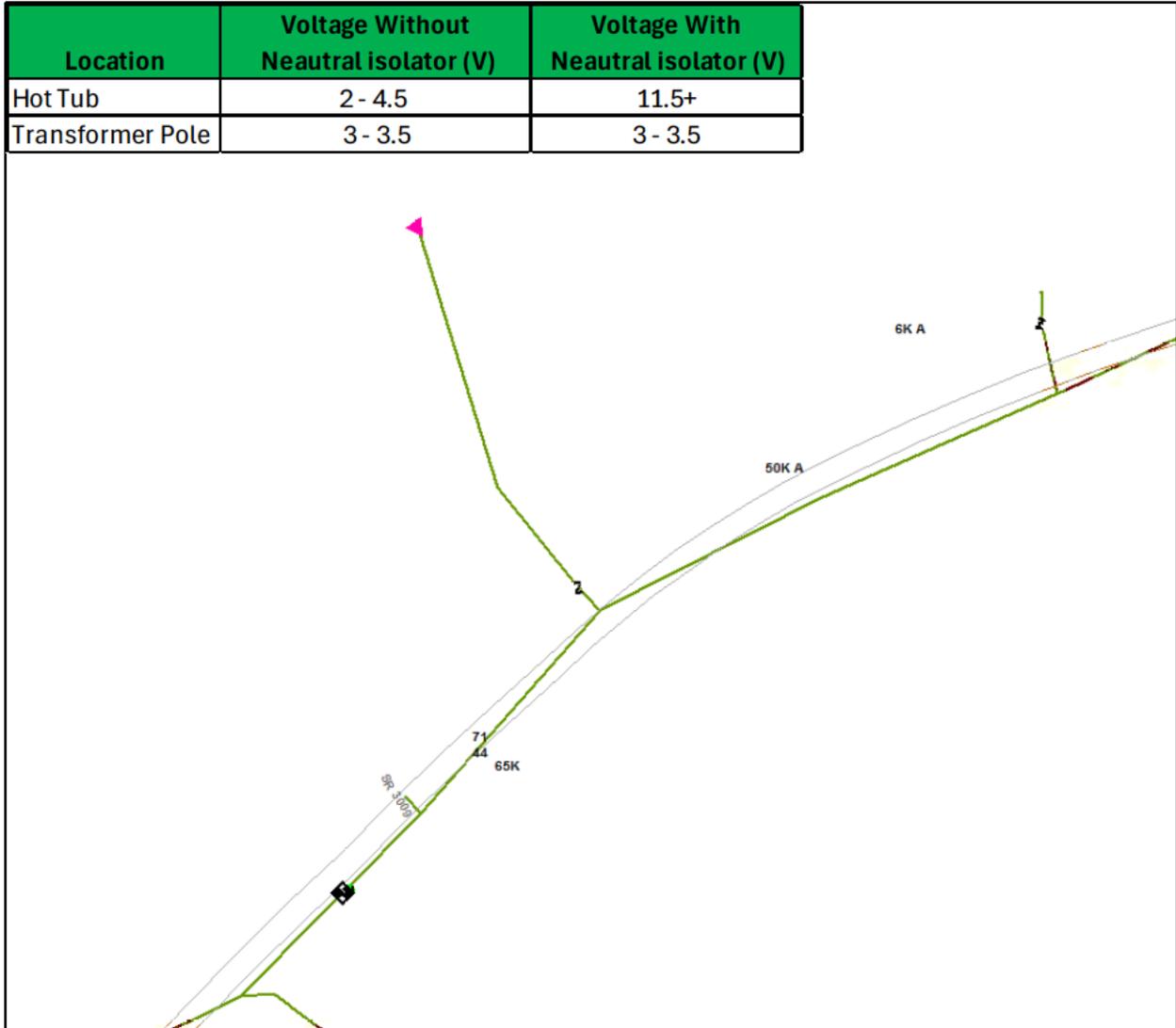


Figure 1: Voltage measurements at customers hot tub and Transformer pole with and without the neutral isolator installed.