

December 9, 2024

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

RE: Laura Semel v. PECO
Docket No. C-2024-3052128

Dear Ms. Chiavetta:

Please accept this letter as my response to PECO's answer to the above referenced formal complaint. Please be advised that this answer is completely unacceptable as it fails to address the numerous issues surrounding their service and multiple power outages during the month of July, 2024.

- PECO's response seems to focus solely on my request for reimbursement for hundreds of dollars of lost food due to their leaving me without power for 36 hours.
- PECO's responses to my informal complaint were full of misrepresentations and blatant lies. PECO's interactions with me have been aggressive and bullying.
- PECO claimed that the power outage that started at approximately 8:00 pm on July 16 and ended at approximately 4:00 am on July 18 occurred on July 17 at 3:30 am and was restored at 4:01 pm. Additionally, they claim that the repair was in response to my reporting an outage, and that I requested an estimated time of restoration. This is false. All I did was enter my phone number into their outage website. The first time I did this was at 8:30 pm on July 16, and I never requested anything as it is impossible to reach anyone at PECO by phone (please see attachments 1&3).
- If PECO's website gave accurate repair times I would have stayed with family and saved my food. Instead, when I first "reported the issue at 8:30 pm it said power would be restored by 11:30 pm. At 11:30 pm it stated power would be restored by 2:00 am. At 2:00 am it stated power would be restored by 11:00 am. At 11:00 am there was no estimated time for restoration at all.
- PECO's initial response to my informal complaint, filed on August 6, was absolutely unacceptable. One of their employees called me and was clearly angry at me for filing the complaint. She did not allow me to speak. She continually repeated the outage was due to an "unexpected storm." How is it possible that PECO does not expect storms in Pennsylvania in July??? She also informed me that the delay in power restoration was a result of them needing a part, which had to be ordered and shipped. Why does PECO not maintain backup parts in the event of an emergency, choosing instead to leave customers without power for days in the middle of a heatwave? (please see attachment 2)
- After I filed my formal complaint, I received an email from PECO again stating power was restored within a day, and also that they never received a completed claim form. Again, this is false. (please see attachments 3 & 4).

PECO's response to this incident and to my formal complaint is unacceptable and an embarrassment. It appears they don't have any idea of when the power was actually out at my address. They assert that I did not submit a claim when I did. They do not properly maintain their infrastructure in West Grove. They do not keep adequate equipment on hand to deal with emergency repairs. They do not give accurate restoration times on their website, so customers aren't able to prepare for extended power outages.

Finally, PECO has falsely asserted several times that they have apologized to me. Contrary to apologizing, their communications with me have been unjustifiably arrogant attempts to bully me into submission.

Winter is now here and it's a huge concern. In fact, on Friday, December 6 I lost power from 11:30 am to 12:30 pm and from 5:30 to 6:30 pm. Given the frequency of outages in this area, PECO has apparently deferred maintenance on the power system, presumably because it would cut into their profits. This is not about lost food. This is about providing reliable power service, and providing their customers with reliable information so they can prepare for emergencies. At the very least I would like to see PECO's latest assessment of the infrastructure that services my address, and records of the last time that infrastructure was upgraded.

Sincerely,

Laura Semel

PUC FORMAL DOCKET NUMBER C-2024-3052128 RESPONSE REQUESTED

From: Milburn, Ramona Adele A:(PECO) (ramona.milburn@peco-energy.com)

To: laurasemel@yahoo.com

Date: Monday, November 18, 2024 at 11:46 AM EST

November 18, 2024

Via Email

Laura Semel
112 E Summit Ave
West Grove, PA, 19390
Account ID# 0546904000

Dear: Laura Semel

My name is Ramona Milburn, and I am the Regulatory Assessor at PECO Energy who is currently reviewing the formal complaint that you filed with the Pennsylvania Public Utility Commission at Docket Number # C-2024-305212.

You are requesting that PECO:

1. Provide reliable information regarding restoration of service during power outages.
2. Reimburse you for hundreds of dollars of food lost while not having a refrigerator for 36 hours, in addict to suffering 3 days without power in a heat wave.
3. PECO needs to keep backup parts for their equipment so customers don't have to wait days in extreme weather for power restoration.

My investigation revealed the following notes on your account:

On 7/17/24 at the customer reported an outage, PECO responded same day, an investigation found that a tree had fallen causing damage to PECO facilities on a pole. PECO crews completed repairs at 4:01 PM that afternoon and power was restored.

On 8/02/24 the customer reported another outage that had been caused by a tree limb that had fallen on power lines. PECO Vegetation crews cleared the limb and power was restored at 8:11 PM same day.

On 8/7/24 the customer reported flickering lights. A PECO technician responded the same day and remade the taps and verified correct voltage at the meter. PECO successfully made phone contact with the customer.

The company apologized for the delay in outage response, the reported dates were during major storm events in which Chester County was our most heavily affected area. A claim form had also been sent to the customer. To date the company has not received a completed claim form from the customer.

At PECO, we are committed to providing safe and reliable energy for our customers and the communities we serve. As part of our work, we are continuously upgrading and installing new equipment to enhance the local electric distribution system in your area. PECO has replaced open wire secondary lines with bundled secondary lines to help prevent outages due to vegetation. PECO routinely monitors vegetation growth. The company provides tree

trimming and removals. Customers are encouraged to report vegetation that may cause damage to equipment resulting in outages and there is no charge for the service.

You can still submit a claims form if you are requesting reimbursement for lost items.

If this explanation has resolved your case, please respond to this email indicating you are accepting with the words: **I the complainant have acknowledged satisfaction to the respondent.** PECO will notify the PUC to cancel the hearing.

Ramona Milburn
Regulatory Assessor
Ramona.Milburn@peco-energy.com
Tele 267 533-0435



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PECO PHONE CALL—AUGUST 8, 2024
CASE #4008383

On Thursday, August 7 at approximately 10:00 am a representative from PECO called in response to the complaint I filed on Wednesday, August 6. Unfortunately I did not get her name, but not only did she do absolutely nothing to resolve the issue, she made it much worse.

She was clearly angry that I had the audacity to file a complaint with the PUC, and she was clearly reading off a script. She said over & over that I went for 36 hours without power “due to an unexpected storm.” I’m not sure why PECO did not expect a storm. It’s not as if we rarely have storms in August in Pennsylvania.

The call lasted approximately 10 minutes. I was barely able to get a word in edgewise. When I finally was permitted to say a few words, I was interrupted to be told, once again, that the problem was “due to an unexpected storm.”

I was not given the opportunity to ask why PECO didn’t expect summer storms, why PECO gave misleading information on the website, why it took 36 hours to restore power, or why PECO didn’t keep backup equipment on hand when something needed to be replaced.

I finally hung up in frustration as PECO’s representative had no interest in resolving the issue, only in treating me like I was a stupid pest. I certainly hope this call was recorded, it’s such a perfect example of PECO’s arrogance & incompetence.

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Ramona Milburn
Regulatory Assessor
Ramona.Milburn@peco-energy.com
Tele 267 533-0435



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- Emails to myself
- Subscriptions
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- 208 Westtown Way 6
- Bossong
- ebay 116
- Giant
- Herrin 1
- JDavis 2
- Jobs 27
- Park Ave
- Parquesburg 15
- Personal 139
- Poop Fairy 2
- Taxes 1
- UI 4
- West Grove 6**

Claim #2024128685 3 Yahoo/West Gr... ☆

Golden, Paul J:(Contractor - Wed, Aug 28 at 10:33 AM ☆

Laura Semel Dear Paul Golden, Cle Wed, Aug 28 at 11:19 AM ☆

Laura Semel Wed, Aug 28 at 11:20 AM ☆

From:
laurasemel@yahoo.com

To:
Golden, Paul J:(Contractor - PECO)

Cc: Laura Semel

Dear Paul Golden,

Clearly you do not know how important reliable electric service is in the lives of your customers. Maybe if PECO would be honest about repair times on its website customers could prepare and wouldn't suffer hundreds of dollars of spoiled food and days in sweltering heat.

My PUC complaint will remain open until I have some kind of legitimate, acceptable response from you. Can't wait to see what winter brings. Please be advised that I will continue to file PUC complaints each time I lose power.

Very truly yours,

Laura Semel

Hide original message

On Wednesday, August 28, 2024 at 10:33:13 AM EDT, Golden, Paul J:(Contractor - PECO) <paul.golden@exeloncorp.com> wrote:

Dear Laura Semel,

This letter is in response to the service related issue you experienced on July 16, 2024. Thank you for giving us the opportunity to investigate this situation. We know how important reliable electric service is in the lives of our customers.

Our investigation shows the service to your property was affected as a result of a trees down on service wires during a storm. Although PECO Energy compensates customers for certain costs incurred as a result of our negligent actions, we do not guarantee continuity of service, and cannot pay for damages resulting from this event and similar events. As a result, we are not able to compensate you for any damages