

January 27, 2025

To: Secretary
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, Pennsylvania 17120

RCUD PUC SEC BUR
JAN 30 2025 AM 10:53

From: Deborah Yaegle
102 Merchant Rd.
Warren, PA 16365
(814) 558-0601

RE: Docket No. C-2025-3052971

To the Secretary of the PAPUC,

Please note that I was provided with the Docket Number listed above, via a telephone conversation with the Harrisburg PUC on January 24, 2025. Currently, I do not have a letter of correspondence from the PUC stating that my January 6, 2025, formal complaint was received; but verbal communication informed me it was.

On January 24, 2025, I received a call from the PUC, regarding an "informal" complaint I filed with PUC on February 22, 2025, regarding Penelec. Mr. Steven Mitchell phoned me to inform me that Penelec "requested" the informal complaint be included with the PUC "formal" complaint. Therefore, I am writing to you to update all the pertinent information regarding the entire matter of events in which Penelec is involved.

On January 17, 2025, I phoned Penelec to request a document statement regarding the call I made to Penelec customer service on 12/30/2024. I had reported damage to the electrical wires on my property. On that date, a delivery truck company had backed up into the electrical wires (and cable/internet wires) that hung above my driveway, wires which are connected to a telephone pole located on the corner of Hummingbird Lane and Merchant Road, and to the mast on my home's rooftop. State Police were also informed of the 12/30/2024 'hit and run' incident. The 'electrical' and property damage to my home that occurred on 12/30/2024 is estimated to be: \$4496.06 to \$5,299.35.

Penelec returned with a reply to my request on January 23, 2025, with a simple "trouble event" paper. (copy is enclosed). It does not include the information that I requested; in fact, it does not provide any important information for the phone call to Penelec on 12/30/2024.

The delivery truck company has refused to pay the damages to my home on 12/30/2024, and on 01/25/2025, I sent a Demand Letter, informing them I will pursue justice in a court of law after February 7, 2025, if payment is not sent in full for the damages.

For the record, my home is equipped with 24-hour security camera surveillance; and everything was recorded on 12/30/2024. While the driver(s) of the vehicle claimed they did not speak English, or understand English, it is evidenced on security camera that the driver took photographs of the wires he backed into and did in fact call someone, while walking freely around my driveway. The other delivery man is noted on security camera to be literally running towards the truck in attempts to get him to stop backing up into the wires.

On January 22, 2025, I filed Right-to-Know Law Request Forms to Penelec. Copies are enclosed.

I have been in contact with my homeowner's insurance company. I maintain a \$1000 deductible on my policy. IF I file a claim against the damage to my home from the 12/20/2024 incident in which Penelec caused an 'overload surge' after an outage, I would not only be required to be out-of-pocket the expense of \$1000, but I would incur a 7-year surcharge on the insurance policy. There are no exceptions. (letter enclosed with facts).

The **ONLY** reason I had to purchase a new washing machine on 12/22/2024, was because the "overload surge" fried the circuit board on my approximately 4-year-old Maytag washing machine. This is confirmed by an appliance repairman who stated he had **"No doubt, whatsoever"** that was the cause of the circuit board being fried: **Penelec's overload surge** on 12/20/2024. Also, I have black burn marks on a bedroom rug as the overload surge literally burnt the power surge in a bedroom, causing it to burn, along with the carpet. This is confirmed by an electrician who came to my home on 12/20/2024.

Enclosed, is a "text" printout that my neighbor, Mr. Dean McKibbin, provided me with on January 24, 2025. It explains he experienced Penelec's overload surge on 12/20/2024, and he had property damage of a \$4,000 stairlift circuit board being fried, and a heating blanket being fried. He has a \$500 deductible on his Liberty Mutual homeowner's policy. He is 93 years old and medically requires a stairlift in his home. He had to climb up and down the stairs on his hands and knees beginning 12/20/2024, when Penelec initiated an overload surge. Mr. McKibbin received the same letter from Penelec, as I did, in which Penelec claims **NO FAULT, NO responsibility or accountability.** **The facts and simple truth are: Penelec denied to even address the "overload surge." They simply blamed an "outage." (copy of Penelec letter enclosed)**!

I was 64 years old on 12/20/2024 and never had experienced an overload surge in any residence I ever lived in. I worked as a 'traveling' registered nurse; and lived in many different states. I even experienced an earthquake in California in 2018; but never was there any "overload surge" of electricity experienced in my lifetime until the Penelec overload surge of 12/20/2024. According to Mr. McKibbin, at 93 years old, he has not experienced this before. He has lived at his residence, which he built, since 1963.

According to the Consumer Business Rights there are legal protections that give consumers the power to make informed decisions and protect them from unfair business practices. Consumer rights include:

- Right to safety
- Right to be informed
- Right to choose
- Fair Credit Reporting Act
- Federal Trade Commission Act (This law requires businesses to treat consumers fairly and not deceive or put them at risk.)

***Penelec did cause risk on 12/20/2024; and it must be asked to how many consumers incurred this risk? A thorough investigation should be conducted; and certainly not biased by Penelec's opinion!**

Regardless of what caused a Warren County electrical outage, there are two stories: Penelec claims a tree is to blame, but a Penelec lineman told me, in person, on 12/20/2024 that a car accident caused the outage. For the record, it cannot be trusted that Penelec customer service is truthful; the lineman works in the Warren County area and happened to be working the day of the outage.

On 12/20/2024, when a Penelec lineman truck was at my residence at approximately 6:30PM, a car followed the truck up Merchant Road, which is a dead-end road with only four houses. I chose to walk to the lineman's truck and greet him as if he had not exited the vehicle. The car's occupants, parked directly beside the lineman's driver side door, complained to the lineman that their mother was still without power to her furnace, after the outage that occurred that morning. It was understood that the lineman would go to that residence at some point that evening as the occupants gave specific house location directions to the lineman.

The lineman, Taylor, informed me that Irvingdale Trailer Park, a few miles from my residence, was still without power as multiple "circuit breakers" were not functioning after Penelec restarted power the morning of 12/20/2024. More than six (6) hours had gone by since the outage occurred and Penelec restarted power and customers were still experiencing Penelec's electrical issues.

On December 20, 2024, in Warren, Pennsylvania, the morning freezing temperatures were approximately: 28 degrees. For the record, my furnace was not operating fully functional after the power surge; I therefore used a pellet stove in my home for heat. My son manually had to reset the furnace at approximately 3:30PM.

While I can be grateful no additional damages were caused to my home and property by Penelec's **overload surge on 12/20/2024; the fact is, my home was physically damaged on 12/30/2024 as a DIRECT RESULT of the overload surge on 12/20/2024.** I had to either pay out-of-pocket expenses to hire a repair person to attempt to fix the now "fried" washing machine or purchase a new washing machine. I chose the latter as my only income is social security and I did not have the financial means to expend the minimum amount of money that would be required to hire a repair person, labor costs, and repair costs, if it was even possible to repair the washing machine. I had to place onto a Home Depot credit card the cost of a new washing machine. On 12/30/2024, extensive damage was caused by the delivery company that delivered the washing machine: they backed into the electrical wires, damaging the mast, weatherhead, electrical pole, electrical meter box, new siding, roof of my home, and exposed electrical wires.

This was a "trigger result" from Penelec initiating an "overload surge." According to my homeowner policy, with a claim filed for the "new" damage of 12/30/2024, I would incur out-of-pocket another \$1000 in damages and incur an additional 7-year surcharge on my homeowner's policy. A letter from the Erie Insurance agent is enclosed with this fact of knowledge.

I must refer to the letter, dated December 31, 2024, from Cara Warren, Claims Representative for Penelec and my response letter to her dated January 8, 2025 (copies of both letters are enclosed). Her letter stated, "Our company is committed to providing our customers with safe, continuous, and reliable electric service within reasonable limits." **On 12/20/2024, Penelec failed 100% to provide safe and reliable electric service.** It was at that direct time that electricity was restored that I smelled the unique smell of burning rubber; the electrician who arrived told me "That is an electrical fire burn smell." **The restoring of electrical power was not safe; and only one company is at fault: Penelec.**

Cara Warren, Claims Representative, sent the same letter to Mr. Dean McKibbin, who resides at 104 Merchant Road, Warren, PA 16365. His phone number is: 814-723-2555 (home) and 814-688-2905 (cellphone). He forwarded his Penelec letter to his Liberty Mutual Insurance Company to get his damaged stairlift replaced with a new one; he incurred a \$500 deductible.

Cara Warren claims I reported a "breaker box and surge protector" damage. I never reported breaker box damage. An electrician, Mr. Brandon Arp, inspected the breaker box on 12/20/2024, and stated that it had done exactly what it was supposed to do with an outage; but Penelec was "at fault" for an "OVERLOAD" of surge. Cara Warren's statement an investigation was conducted is disgraceful to say the least.

One must ask, how many calls did Penelec get from Warren County residents, consumers, on 12/20/2024. The truth may never be fully known. If Penelec did conduct such an investigation, which would be biased to their opinion, it should be requested to be made fully public to every consumer affected by Penelec's overload surge of 12/20/2024. I request the Pennsylvania Utility Commission fully investigate Penelec. Without a proper, unbiased, investigation, the truth of facts will never be known.

The truth remains, without accountability in this matter, Penelec will be free of fault for every overload of surge they initiate that causes damage to people's homes, properties, and lives!

Page Four

On 12/20/2024, I was literally feeling the walls of my home to determine if there was some sort of electrical fire within the home as a burning smell of rubber alarmed me. A fire extinguisher sat on my kitchen table for the remainder of the day for fear a fire would occur. This was and remains to this day Penelec's fault. Consumer's rights, by law, deserve safe business practices.

This was preventable. It was not the fault of an outage; it was Penelec's fault; and it put fear into myself and my neighbor. It affected many people, evidenced by Taylor, the Penelec lineman, on 12/20/2024, when he freely admitted many people were still without power; and the occupants of a vehicle who had seen the Penelec lineman's truck, followed it up a dead-end road at approximately 6:30pm, in order to get help for their loved one's home, still having issues with Penelec's electrical service.

As noted in Cara Warren's letter, she stated: "consider filing a claim with your insurance company." The comment is an unacceptable excuse to not be held accountable.

On 01/24/2025, a PUC representative, Steven Mitchell, told me on a phone conversation "It's you against Penelec." He was polite, professional, courteous, and informative. He did not rush the call. On 12/20/2024, when I phone Penelec, I was 'overspoken' on every call. Customer Service was rude and disrespectful. It caused tension and stress that I did not deserve. I happen to have an illness that causes 'intracranial pressure.' I have been treated at Duke University in Durham, North Carolina in 2021. I am legally disabled. Every phone call to Penelec on that date was dismissed to my concerns. I was hung up by the dispatch office (assumed to be in Erie, PA); was told "call an electrician." I called an electrician. The electrician, Mr. Brandon Arp, said, "This is Penelec's fault, and their fault only."

The number of damages to my home and property from Penelec's overload surge on 12/20/2024 are washing machine, \$836; bedroom carpet, \$300 minimum to replace, and power surge \$10. No restitution was offered by Penelec.

The damage to my home and property on 12/30/2024, a direct result of Penelec's overload surge on 12/20/2024 total: \$4,496.06 (low estimate) to \$5,299.35 (high estimate). I must file with a District Magistrate for a judicial hearing on the matter. Security camera surveillance is full evidence.

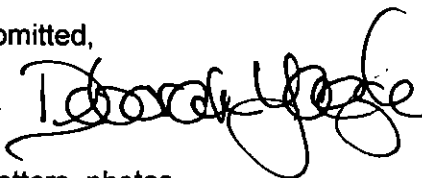
The electrical lines from a leaning telephone pole to my house rooftop remain too low. Orange hazard cones line the hazard area of my driveway, and hazard tape remains on the electrical wires.

This statement I provide to the Pennsylvania Public Utility Commission is based on facts and truth. Evidence has established that Penelec was at fault, not an outage, for the overload surge of electricity on 12/20/2024. Penelec has refused **ALL** accountability, and they have not provided one single letter of evidence that they have taken steps to prevent this from happening again. Therefore, every consumer remains at risk; and the consumers affected on 12/20/2024, their concerns were diminished and disregarded.

I, Deborah Yaegle, do hereby state that every statement I have provided to the Pennsylvania Utility Commission are fully truthful and based on facts and evidence.

Respectfully submitted,

Deborah Yaegle



*Enclosures of letters, photos.

PAPUC

Docket # C-2025-305297.1

January 27, 2025

Deborah
Yaegle

Attachment of letters being sent to PAPUC:

RCVD PUC SEC BUR
JAN 30 2025 AM 10:53

- Professional electrician letter / Mr. Brandon Arp / confirming "Penelec" overload power surge on 12/20/2024.
- Erie Insurance Homeowner's letter (Surcharge of 7 years with each claim / \$1000 deductible)
- Penelec letter dated 12/31/2024
- Consumer letter dated 01/08/2024 to Penelec
- Mr. Dean McKibbin statement via text and printed as an email – Penelec overload power surge 12/20/2024
- Email from this consumer to Mr. Dean McKibbin (dated 01/24/2024)
- Penelec email of "Rachel Swanson" with "Trouble Event" documentation sheet: 01/23/2025
- Penelec email correspondence with "Caroline" – dated 12/23/2024
- ~~Right to Know Law Request Forms sent to Penelec (2) dated 01/22/2025~~ NOT included by -
sent to wrong Agency.
- Phone call log for Deborah Yaegle from 12/20/2024 to 01/24/2024 *shows time consumed with dealing with Penelec's overload power surge on 12/20/2024.
- Email from Mr. Ron Lewis regarding damaged washing machine from Penelec overload power surge on 12/20/2024.
- Three estimates / quotes / invoice letters regarding 12/30/2024 (a direct result of Penelec's Overload Power Surge on 12/20/2024).
- Email from RAS Logistics / Donna Culp- refusing to pay for damages to my property.
- Photos – three total (delivery truck on 12/30/2024, damage to electrical meter box, damage to home's foundation & electrical wires from delivery of washing machine from delivery truck service on 12/30/2024
- Invoice of Home Depot cost for replacement of washing machine

PA PUC
DOCKET #
C-2025-305291



RCVD PUC SEC BUR
JAN 30 2025 AM 10:53

Specializing In Electrical Maintenance, Kitchen & Bathroom Remodeling, Decks & Porches,
Flooring, Additions, & More!

DATE: JANUARY 21, 2025

TO Deborah Yaegle
102 Merchant Rd.
Warren, PA 16365

DESCRIPTION

Contacted by Deborah Yaegle on December 20, 2024 for electrical inspection due to presence of 'burning rubber' odor and hearing explosion noise during power outage.

Inspected Electrical Fuse Box at residence and found no evidence of faulty wiring or homeowner error in or near fuse box. Also inspected burnt carpet and surge protector.

Findings and evidence reflect a Power Surge Overload by Penelec when power was restored to residence at 102 Merchant Rd in Warren, PA.

ARP CARPENTRY & CONSTRUCTION, LLC | 10 1ST MILL STREET SHEFFIELD, PA 16347

PHONE: 716.397.9999 | PA#179585

THANK YOU FOR YOUR BUSINESS!

PUC Docket#

C-2025-3052971



GREAT LAKES INSURANCE

SERVICES GROUP, LLC

OUR SPECIALTY. YOUR PEACE OF MIND.

Headquarters

1128 State St.
Erie, PA
814.456.0498

215 Pennsylvania Ave
Warren, PA
814.726.2630

211 E Main St
Youngsville, PA
814.563.9029

9401 McKnight Rd
Pittsburgh, PA
412.487.1780

562 Clymer Sherman Rd
Clymer, NY
716.355.2515

6127 South Park Ave
Hamburg, NY
716.312.0205

3626 Seneca St
West Seneca, NY
716.608.1100

2 Center St
Frewsburg, NY
716.569.4311

100 Main St
Salamanca, NY
716.945.3744

147 Main St
Randolph, NY
716.358.3744

268 East Main St
Springville, NY
716.592.4813

50 Main Street
Batavia, NY
585.343.2282

January 22, 2025

Deborah A Yaegle
102 Merchant Rd
Warren, Pa 16365

RCVD PUC SEC BUR
JAN 30 2025 AM 10:53

Re: Homeowners policy --regarding claims

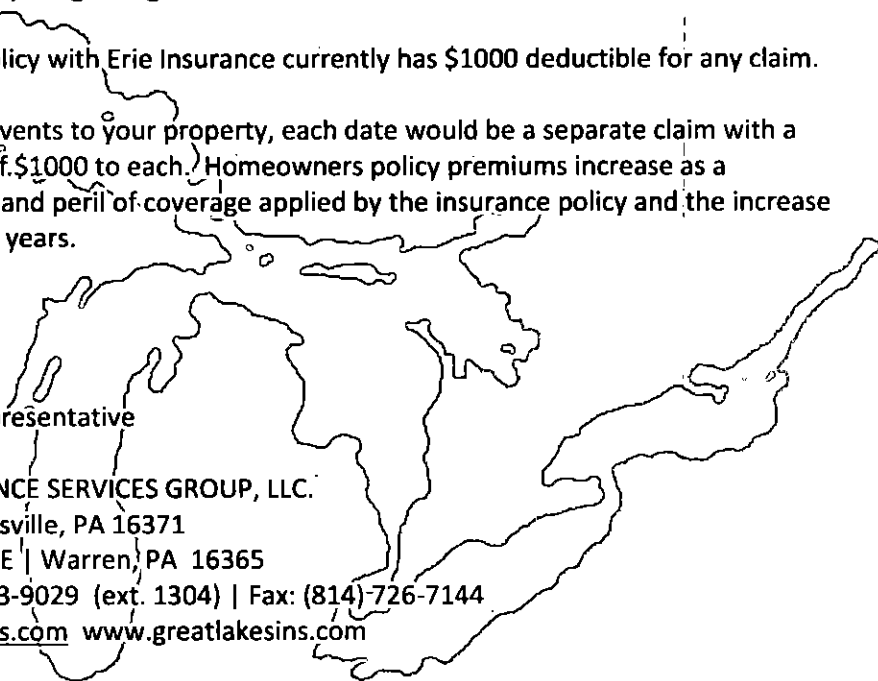
Your homeowner's policy with Erie Insurance currently has \$1000 deductible for any claim.

Based on the recent events to your property, each date would be a separate claim with a separate deductible of \$1000 to each. Homeowners policy premiums increase as a result of filing a claim and peril of coverage applied by the insurance policy and the increase is for approximately 7 years.

Thank you,

Tammie Sherrard
Customer Service Representative

GREAT LAKES INSURANCE SERVICES GROUP, LLC.
211 E Main St | Youngsville, PA 16371
215 Pennsylvania Ave E | Warren, PA 16365
Work Phone: (814) 563-9029 (ext. 1304) | Fax: (814) 726-7144
tammie@greatlakesins.com www.greatlakesins.com



PUC DOCKET #
C-2025-3052971



2600 Erie St. South
Massillon OH 44646
330-761-4415
carawarren@firstenergycorp.com

December 31, 2024

Deborah Yaegle
102 Merchant Rd
Warren, PA 16365

RCUD PUC SEC BUR
JAN 30 2025 AM 10:54

Re: Penelec File PL3-16098
Date of Incident: 12/20/2024

Dear Deborah Yaegle,

In response to your recent inquiry regarding damage to your breaker box and surge protector, our investigation reveals that the outage you experienced on 12/20/2024 was the result of a non-preventable, sudden and unforeseen equipment failure which was caused by a tree located off the right-of-way. This tree fell onto a pole, resulting in damage to the cross arm and may have also caused voltage variations in addition to the outage. Since our equipment was already repaired, the additional trouble calls you made that day pertained to your customer-owned equipment, which is why you were instructed to contact an electrician.

Our company is committed to providing our customers with safe, continuous, and reliable electric service within reasonable limits. However, Penelec is not required to provide its customers with an uninterruptible power supply, and does not accept responsibility for damage or losses caused by or resulting from storms or severe weather related operating problems, or non-preventable / sudden and unforeseen occurrences that are out of the company's control. A copy of Section 21 of the Tariff approved by the PUC is enclosed for your review.

As a result of the investigation conducted in this matter, there is no evidence of any improper conduct on the part of Penelec or its employees. We are sorry for any inconvenience you may have experienced; however, we cannot honor the claim you have submitted. You may want to consider filing a claim with your insurance company.

Sincerely,

Cara Warren
Claims Representative

Encl.

PUC DOCKET #
C-2025-3052971

January 8, 2025

TO: Penelec / First Energy,
RE: Penelec "OVERLOAD OF VOLTAGE"

RCVD PUC SEC BUR
JAN 30 2025 AM 10:54

In response to the enclosed copy of a denial letter, I am writing to you, Penelec, to file an appeal to your sudden, abrupt denial of covering the damage you (Penelec) caused to my property and home on 12/20/2024.

I was informed that "someone will be calling you from the claims department" on 12/20/24. No one called.

Your letter claims "no evidence of any improper conduct on the part of Penelec or its employees." Your "investigation" was biased, as Penelec was the only party to such a decision.

I have filed a formal complaint with the PUC. Your description of the cause of the outage is also extremely questionable. Regardless, Penelec sent an 'OVERLOAD OF VOLTAGE' to not only my residence, but others on 12/20/2024. My neighbor informed me Penelec refused his claim, from you the rep (Cara Warren). His claim was for the "circuit board of his stairlift" being fried. A stairlift that my 90+ year old neighbor, who lives alone, uses for getting up and down his stairs, and uses for providing access to get his groceries up the stairs of his home. A cost of \$4,000. Along with a heating blanket that was fried and caused burn marks. This is ALL due to Penelec providing an "OVERLOAD" OF ELECTRICITY. It was reckless and negligent.

Every Penelec customer service representative has been RUDE, DISRESPECTFUL, and UNPROFESSIONAL on the telephone...every single person insists on over speaking the customer. The customer who pays Penelec employees their wages. It is UNACCEPTABLE and IMPROPER.

Your opinion is disgraceful to the truth of how the Penelec customer rep employees and dispatch employees treat the public.

On a final note- I experienced extensive damage to my home on 12/30/2024, when a delivery truck backed up into Penelec's electrical wires that stretch from a telephone pole to my house. Damage to my property is over \$12,000. This is ALL BECAUSE OF THE OVERLOAD OF VOLTAGE PENELEC caused on 12/20/2024. Your electrical wires remain TOO LOW TO THE GROUND.

They are unsafe, dangerous, and risk further damage to my home. They have not been properly repaired. This will be addressed with the Public Utility Commission formal complaint, along with the improper conduct of Penelec.

Signed,

Deborah Yaegle 102 Merchant Rd. Warren PA 16365 (814) 558-0601



PUC DOCKET #
C-2025-3052971

Deborah Y <dayr01210419@gmail.com>

(no subject)

1 message

RCVD PUC SEC BUR
JAN 30 2025 AM 10:54

Deborah Y <daym01210419@gmail.com>

Fri, Jan 24, 2025 at 5:48 PM

To: Deborah Y <daym01210419@gmail.com>

Debbie

This is the history of my experience I had with the December 20th power outage.. I can't write it to you because at 93 I can't even read my own writing.

I was sleeping at a little before 10:00am when an explosion woke me up. The controls on my electric blanket clatter to the floor. I looked out the window for an explanation. Everything was quite calm. My electric was off.

I called Penn Elec to learn it would be on by 12:30.

I checked for damages. My electric blanket was destroyed and my stairlift. My grandson, Zack, is an electrician said without surge protection the circuit boards are destroyed.

As you know I can't live without that stairlift so I called PE and they said they are not responsible and sent me the Dec. 30th letter. I have turned it over to my home insurance and am paying \$500 for the electric damage.

It doesn't seem right does it?



PUC Docket #

C-2025-3052971

Deborah Y <dayrn01210419@gmail.com>

(no subject)

1 message

Deborah Y <dayrn01210419@gmail.com>
To: Deborah Y <dayrn01210419@gmail.com>

Fri, Jan 24, 2025 at 5:49 PM

Thank you Dean. No...it sure isn't right. It really makes Mr concerned for any future outage and if Penelec will overload the surge again what will it destroy? Thank you Dean.

RCVD PUC SEC BUR
JAN 30 2025 AM10:54

PUC DOCKET # C-2025-3052971
Deborah Y <daym01210419@gmail.com>



12/30/24 Trouble Event

1 message

Swanson, Rachel C <rcmcdonald@firstenergycorp.com>
To: "daym01210419@gmail.com" <daym01210419@gmail.com>

Thu, Jan 23, 2025 at 12:38 PM

RCVD PUC SEC BUR
JAN 30 2025 AM 10:54

Good afternoon,

Attached is the trouble event documented for 12/30/2024. The comment shows there is no First Energy equipment damaged however, the wire is sagging due to too much tension on the mast and the wire can't be pulled any tighter until the mast is fixed (customer equipment). A DR Residential Upgrade- No Load Addition 358878206 order is on customer account and once we receive an inspection for the order, we will be able to raise the sagging service wire.

Thank you,



Rachel Swanson
Planner Scheduler II
office: 8147265023 (440-5023) | cell: 814-989-0472
rcmcdonald@firstenergycorp.com
1500 Pennsylvania Ave West, Warren, PA 16365 | mailstop: X-WARR / Warren

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EventReport-1525513.pdf
184K

525513

Trouble

Archived

6

PUC Docket # C-2025-3052971

Event Details for 1525513

Time Off	Event Created	Assigned	Dispatch
12/30/2024 11:27	12/30/2024 11:27	12/30/2024 12:38	12/30/2024 12:38
En Route	Arrived	Last Restoration	Field Complete
12/30/2024 13:48	12/30/2024 13:48		12/30/2024 14:17
Closed	ETR	Calls	Custs Affected
12/30/2024 14:17		1	0
Crew		Crew Area	RCVD PUC SEC BUR JAN 30 2025 AM 10:54
Stamm_Taylor J - 55685		WARREN CA	
Work Desc		Duration (Min)	Total CM
On Wire Down To Structure		170	0

Organization

Current Org	Substation	Disp Center
Hazard	WARREN SOUTH	Warren District
Owner	Circuit	Disp Area
Riggs, Phillip	00255-41	Warren Oper Area

Device Info

ID	Service Point: 10 MERCHANT RD WARREN PA	
Type	Voltage	
Unknown	120 V/240 V	

Event Details

Cause	Cause Pole
Failed Comp	Facility Location
	102 MERCHANT RD WARREN, PA 16365
Action Taken	Outage Type
	Fair-Sunny-Overcast
Related Events	Follow Ups Sent
	Line, Claims-Issue Bill SAP Followup Sent
Follow Up	
Comments	
t. stamm found delivery truck hit service line and damaged customer equipment. no fe issue.	
Event Instructions	

Trouble

Archived

6

PUC DOCKET #

Start

Restored

Costs

Duration

CMI

Facility

Phases

Cause

Sub Cause

Lockout

Storm

NO RECORDS FOUND

C-2025-3052971

PUC Docket # C-2025-3052971



Deborah Y <daym01210419@gmail.com>

Penelec Claim PL316098:

3 messages

Fulciniti, Caroline A <cfulcin@firstenergycorp.com>
To: "daym01210419@gmail.com" <daym01210419@gmail.com>

Mon, Dec 23, 2024 at 5:40 AM

Good morning,

RCVD PUC SEC BUR
JAN 30 2025 AM 10:55

We have received your claim for damages.

The claim is currently being investigated and someone will reach out to you within the next 10 days.

Sincerely,

Caroline



Caroline
Liability Claims Representative V
cfulcin@firstenergycorp.com
mailstop: G-BYSC

The Tort Litigation and Claims practice group is a paperless environment. Please respond to this or any other communication or request for information in electronic format. Use of regular mail to transmit correspondence, records, pleadings or other documents is discouraged. Electronic communication should be considered the default and preferred method.

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Deborah Y <daym01210419@gmail.com>
To: "Fulciniti, Caroline A" <cfulcin@firstenergycorp.com>

Mon, Dec 23, 2024 at 7:38 AM

A complaint is filed with the PUC on this matter. The claim is for all damages related to Penelec, First Energy's negligence on December 20, 2024.

Deborah Yaegle
[Quoted text hidden]

Deborah Y <daym01210419@gmail.com>
To: "Fulciniti, Caroline A" <cfulcin@firstenergycorp.com>

Mon, Jan 13, 2025 at 4:23 PM

Penelec-

1 of 2

NOT a single person from Penelec or it's claims department reached out. A letter was sent from your claims department claiming an "investigation" was done. This is disputed since the letter clearly has wrong information. I NEVER reported damage to my breaker box.

The "overload of surge" Penelec instilled onto it's customers on December 20, 2024, caused extensive damage to "circuit boards". My direct neighbor filed a claim and the same excuse for denying the claim was sent to that resident / customer of Penelec.

A formal complaint with the PUC is now filed and I will proceed with statements from professionals to verify this was a "Penelec at fault" issue.

Signed,
Deborah Yaegle
[Quoted text hidden]

PUC DOCKET #
C-2025-3052971

*Regarding damages to property & residence on 12/20/2024 and 12/30/2024

December 20, 2024

10:05am	800-545-7741	4min 1sec	PENELEC
10:10am	800-545-7741	2min 25sec	
10:14am	800-545-7741	9min 1sec	
12:21pm	800-545-7741	7min 21sec	
12:44pm	800-545-7741	55sec	
12:46	800-545-7741	3min 7sec	
12:52pm	800-545-7741	9min 11sec	
3:15pm	800-545-7741	19min 25sec	
1:02pm	same	25min 26sec	
3:08pm	800-692-7380	6min 30sec	PUC Public Utility Commission
5:56 PM	800-692-7380	35sec	Public Utility Commission

PA PUC DOCKET #
C-2025-3052971

RCVD PUC SEC BUR
JAN 30 2025 AM 10:55

December 22, 2024

11:27am	888-544-4877	1min 35sec	Penelec
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December 24, 2024

3:27pm	800-430-3376	Home Depot	10min 51sec
3:39pm	800-455-3869	Home Depot	7min 33sec

December 30, 2024

10:58am	800-430-3376	Home Depot	7min 10sec
11:08am	800-545-7741	2min 53sec	*Penelec- reported electrical damage
11:12am	814-866-2772	8min 28sec	ERIE Home Depot
11:14am	716-809-9300	Missed called from Buffalo-	delivery company confirming deliver ONLY
11:20am	888-544-4877	9min 4 sec	*call placed to Penelec
11:31am	814-866-2772	20min 6 sec	* call to Erie Home Depot (Jordan)
11:52am	716-809-9300	18min 16sec	* call to Buffalo – delivery company *reported damage To Angelia. *Ticket report on driver #20241269053
11:55am	888-544-4877	20sec	*Penelec
12:11pm	800-430-3376	16min 45sec	Home Depot
12:28pm	800-677-0232	42min 20sec	Home Depot credit services
1:48pm	814-866-2772	1min24sec	Home Depot Erie

December 30, 2024 - continued

1:52pm	814-968-9126	Call to electrician
1:55pm	814-866-2772	Call to Erie Home Depot 30sec *left message for Jordan
1:56pm	814-968-5226	Call to electrician- number no longer in service
1:56pm	814-866-2772	2min 52sec Erie Home Depot *told to call Sedgwich Insurance
2:05pm	814-730-5635	call to an electrician (unable to come- on a job site) 3min 38sec
2:14pm	800-253-4527	15min 34sec Sedgwich Insurance- Home Depot Insurance Claims
2:28pm	814-730-9426	56sec Electrician Mark Hoden
2:36pm	716-809-9300	8min 16sec Buffalo area Truck Delivery Company *refused driver info
2:48pm	814-730-9426	46sec *electrician call (would arrived within 30minutes)
4:03pm	814-728-3600	call to Pennsylvania State Police *reported damaged to property / driver
4:21pm	814-726-2630	13min 45sec *Call to Erie Insurance to file homeowners claim (Katie)
4:37	814-726-2630	Erie Insurance
5:37pm	800-430-3376	Home Depot
5:38pm	800-253-4527	3min 19sec Home Depot Sedgwich insurance company

December 22, 2024 - Sunday

11:27am	888-544-4877	1min 33 sec Penelec
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December 24, 2024 - Tuesday

800-430-3376	10min 51sec Home Depot
800-455-3869	7min 33sec Home Depot

December 31, 2024 - Tuesday

8:49am	800-815-2830	38min 39sec Ryder Hotline *reported delivery truck damage
9:15am	814-616-5941	missed call
9:55am	814-616-5941	2min 5sec Erie Insurance claims adjuster
1:59pm	800-253-4527	2min 10sec Home Depot Sedgwich Insurance Co
2:59pm	844-733-4942	1min 11sec
3:01	814-616-5941	missed call Homeowners insurance claim adjuster
3:12	814-616-5941	
3:19pm	574-213-8504	33min 51sec RAS Logistics, in Indiana (Julie Thomas)

January 2, 2025 - Thursday

8:28	574-213-8504	1min 7sec RAS LOGISTICS
8:40am	574-213-8504	16min 24sec Indiana BMW -advised how to get Ryder Truck Info
9:52am	855-493-2500	5min 25sec RAS Logistics *left voicemail to send email for claim

January 2, 2025 - Thursday - continued

10:12am 770-384-2871 Home Depot corporate office 35 sec
12:13am 770-433-8211 Home Depot corporate office (Georgia) 13min 34sec
10:27am 877-467-3409 Home Depot 12min 57sec
2:55pm 574-213-8504 4min 7sec RAS Logistics
4:09pm 814-730-9426 electrician Mark Hoden 16min 29sec
4:27pm Called PA State Police 1min 52sec *left message for Trp Burnworth to return my call

January 3, 2025 - Friday

9:20am 888-692-6841 16min 13sec Indiana BMV *told how to obtain Ryder Truck ownership
9:41am 317-615-7373 27min 28sec Indiana State Police *Lt. Tyler Utterback
*told to re-call PSP, criminal offense to leave scene of property damage
10:09am 814-726-3600 22min 10sec State Police / PA *Sgt. Callahan *supervisor
11:17am 814-726-3600 return call from Sgt. Callahan *said he was emailing RAS Logistics (Donna)
4min 19sec
2:26pm 717-783-1740 13min 27sec Pennsylvania Utility Commission
2:41pm 717-772-7777 11min 21sec Pennsylvania Utility Commission Harrisburg

January 6, 2025 Monday

7:52 am 888-536-9600 17min 44sec Breezline internet / cable *cable wires need lifted
8:39am 814-728-6050 2min 38sec John Anderson Construction *request for estimate / quote
8:44am 888-372-8369 3min 23sec *NY State insurance fraud
8:58am 814-498-4166 3min 50sec CRS, Sugar Grove * request for estimate on property damage
10:21am 814-498-4166 39sec CRS, Sugar Grove *Complete Roofing System (estimate)
11:19am 518-549-0065 11min 45sec
11:31am 814-728-3600 2min 3sec PA State Police on police investigation
2:51pm 814-563-9029 11min 42 sec Erie Insurance- homeowners policy discuss on damages
3:19pm 814-730-9426 10min 31sec Electrician Mark Hoden
3:31pm 570-794-5076 4mn 33 sec *law firm - referred to PA Lawyer Referral
3:39pm 800-692-7375 56sec PA Lawyer Referral Service
3:54pm 814-730-5635 3min 58sec Safe Wire Electric (Tom) Warren, PA
4:31pm 855-882-8100 55sec CIS - ombudsman - reported property damage / truck driver
4:32pm 800-375-5283 2min 18sec Homeland Security *reported concern of illegal immigrant
6:29pm 814-730-9426 15sec Mark Hoden, Electrician

January 6, 2025- Monday - continued

6:58pm 888-368-7238 7min 31sec FMCSA – Transportation Department
7:09pm 937-982-1927 11min 8sec

January 7, 2025 Tuesday

8:08am 716-809-9300 Buffalo, NY Home Depot Dispatch Center 10min 37sec
1:58pm 814-728-3600 7min 38 sec State Police Sgt. Callahan – on police investigation
2:25pm 301-889-9601 Maryland- truck company insurance agent 13min 42sec
2:56pm 717-614-4060 4min 8 sec FMCSA -Federal Motor Carrier Safety Administration
*filed report complaint of concern on 01/06/2025 on truck delivery service

January 8, 2025 Wednesday

3:05pm 717-787-7000 40min 51sec PA national insurance agency

January 14, 2025 Tuesday

1:26pm 574-213-8504 6min 26sec RAS Logistics (Julie Thomas, Claims Rep)
1:34pm 814-730-9426 8min 2 sec Electrician Mark Hoden

January 15, 2025 Wednesday

11:11am 814-728-3600 4min 19sec PA State Police- Trooper Callahan following up with me
12:14pm 574-213-8504 2min 11 sec RAS Logistics (Julie Thomas- informing me of Release)
12:21pm 814-563-9029 26min 12 sec Erie Insurance- Home Owners insurance policy (Tammie)
12:49pm 814-728-3600 34 sec *left message for Trooper Burnworth on investigation
12:52pm 814-730-9426 1min 47 sec *message left for electrician (regarding RAS Logistics
2:05pm 716-969-6635 3min 23 sec *call to Preferred Enterprises – msg left
2:08pm 716-969-6635 2min 49sec *call return from owner of Preferred Enterprises
2:48pm 814-723-6750 18min 14 sec Call to Laura Bauer, District Magistrate
5:39pm 800-455-3869 57sec Home Depot customer service
6:37pm 800-243-0000 5min 19 sec LG Manufacturing / requested delivery information
6:39pm 814-730-9426 13min 55 sec Electrician Mark Hoden returned my call (about RAS L)

January 16, 2025 Thursday

9:10am 844-810-0070 38 min 9 sec LG customer service
9:48am 716-665-3999 6min 27sec Jamestown NY Home Depot Store
8:05pm 814-728-3600 2min 41sec Warren State Police

January 17, 2025 Friday

7:56am	888-536-9600	14min 22sec	Breezeline Internet / Cable service (wires of service)
8:11am	800-545-7741	11min 39sec	Penelec
8:50am	888-544-4877	23min 57sec	Penelec
10:33am	814-723-8660	11min 32 sec	Law offices of Harper and Marti, Warren, PA

*advice on RAS Logistics property damages / civil matter

January 24, 2025 Friday

1:17pm	800-692-7380	9min 1sec	PAPUC - PA Public Utility Commission
1:26pm	717-772-7777	14min 37 sec	PAPUC- PA Public Utility Commission, Harrisburg
1:42pm	814-688-2905	14min 48 sec	- Dean McKibbin, neighbor on Penelec complaint

*Requested he document in writing his issues with Penelec on Dec 20

Phone call log since 12-20-2024
regarding Penelec "overload surge"
and the events that proceeded
because of the "overload surge" -
including additional electrical
wire issues / property damage on
12-30-2024.

Deborah Yaeger

Print

Download PDF

RCVD PUC SEC BUR
JAN 30 2025 AM10:55



ESTIMATE

Lewis Appliance Service
United States

Bill to
Debbie Yaegle
102 Merchant Road
Warren, Pennsylvania 16365
United States

814-558-0601
dayrn01210419@gmail.com

Estimate Number: 1001
Estimate Date: January 27, 2025
Valid Until: February 26, 2025
Grand Total (USD): \$462.20

Items	Quantity	Price	Amount
Service Call REPAIR ESTIMATE Maytag Washer MVWB855DC3 C92470600 Power surge took out main control board	1	\$128.00	\$128.00
Non-Inventory Part W11417461 Main Control Board	1	\$308.04	\$308.04
		Subtotal:	\$436.04
		Sales Tax 6%:	\$26.16
		Total:	\$462.20
		Grand Total (USD):	\$462.20

PA PUC DOCKET #

C-2025-30529/Invoice

HODEN ELECTRIC
P.O. BOX 22
Sheffield PA. 16347

Number: P6564

Date: 1/8/2025

Bill To:

Debrah Yeagle
102 Merchant RD
Warren, PA, 16365

Ship To:

PO Number
ACCT #10012730

Description	Quantity/Hours	Price/Rate	Amount
Service Call: Temporarily re-attach electric service to house, Until complete replacement can be completed	1.00	\$200.00	\$200.00
Replace mast service and 100 amp metersocket and ground system	1.00	\$1,800.00	\$1,800.00
Electrical Inspection	1.00	\$100.00	\$100.00
DR# 358878206			
Electrical Disconnect and reconnect	2.00	\$112.00	\$224.00

SubTotal \$2,324.00

Total \$2,324.00

RCVD PUC SEC BUR
JAN 30 2025 AM 10:56

Preferred Enterprises Inc.

7 South Carver St.
Suite A
Warren, PA 16365

PA PUC
DOCKET #
C-2025-305291

Quote

Date	Quote #
1/10/2025	Merchant Rd

Name / Address
Deborah Yaegle 102 Merchant Road Warren, PA 16365

RCVD PUC SEC BUR
JAN 30 2025 AM 10:56

Rep	Project

Description	Qty	Total
Damage Repair at 102 Merchant Road, Warren, PA Remove hook for cable & install new hook. Remove gutter plus downspout and reinstall Remove fascia, save to reuse and reinstall. Remove damaged soffit and install new soffit. Remove 2 panels of siding & install new siding. Remove and replace roof boot and damaged shingles. Install marking tags on wires. Labor Materials 6% tax on materials 20% P&O on labor and pre tax materials	24	1,200.00 581.00 34.86 356.20
Total		\$2,172.06

PAPUC
DOCKET #
C-2025-305291

ESTIMATE

Complete Roofing Systems
688 Big Tree Road
Sugar Grove, PA 16350
(716) 640-4609

Sales Representative
CRS Finances
(814) 706-9156
finance@crsroofingteam.com



ROOFING SYSTEMS

Job #9354 - Deborah Yeagle
102 Merchant Rd.
Warren, PA 16365

Estimate # 5142
Date 1/10/2025

Item	Description	Qty	Amount
Roofing Repairs	Remove and replace damaged hook. Remove siding that is damaged and replace with new. Remove gutter and re-install after completion. Remove damaged soffit and replace with new along with all new fascia metals in affected area. Remove and replace damaged area of roof affected by the incident approximately one bundle of shingles in area with a new roof boot.	1.00	\$2,975.35
	Sub Total		\$2,975.35
	Total		\$2,975.35

SPECIAL INSTRUCTIONS

RCVD PUC SEC BUR
JAN 30 2025 AM10:56

FORMAL DEMAND LETTER FOR PAYMENT

2 messages

PA PUC DOCKET #
C-2025-305291

Mon, Jan 27, 2025 at 9:07 AM

Deborah Y <daym01210419@gmail.com>
To: Julie Thomas <Julie.Thomas@raslogistics.com>
Cc: donna.culp@raslogistics.com

RAS Logistics,

Attached is a FORMAL DEMAND LETTER FOR PAYMENT.

Signed,
Deborah Yaegle
102 Merchant Rd.
Warren, PA 16365

RCVD PUC SEC BUR
JAN 30 2025 AM 10:56

 Demand Letter for Payment.docx
20K

Donna Culp <Donna.Culp@raslogistics.com>
To: Deborah Y <daym01210419@gmail.com>
Cc: Liability Claims <liabilityclaims@raslogistics.com>

Mon, Jan 27, 2025 at 10:55 AM

Ms. Yaegle,

Please be advised that we will not send any money until the release is signed and returned.

Respectfully,



Donna Culp | Insurance Compliance & Claims Manager
2113 Aeroplex Dr. North, Elkhart, IN 46514

[Quoted text hidden]

Deborah Yaegle

PAPUC Docket #

C-2025-305291



Electrical wire exposure - leads to home's basement. 12/30/24

TOP

RCVD PUC SEC BUR
JAN 30 2025 AM 10:55

PAPUC
DOCKET# C-2025-30529

DEBORAH YAEGLIE



PELIGRO / PELIGRO
 HAZARD OF ELECTRIC SHOCK, DEADLY OR FATAL TO YOU AND OTHERS.
 DO NOT TOUCH ANY PART OF THE METER OR WIRING.
 TO REMOVE COVER, DISCONNECT ALL POWER.
 2-88

5 000 549 369
 DEBORAH YAEGLIE
 1100 W. 125th St
 Chicago, IL 60642
 (773) 492-1234

Deborah Yegle

PAPUC
DOCKET #C-2025-305291

RCVD PUC SEC BUR
JAN 30 2025 AM 10:56





PAPUC DOCKET #
C-2025-305291

Order Number: #WJ72958552

Order Total: \$876.62

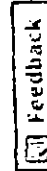
Order #WJ72958552

Placed on: Dec 22, 2024

RCVD PUC SEC BUR
JAN 30 2025 AM 10:56

Billing Information

Deborah Yaegle
102 Merchant Rd
Warren PA 16365



Payment Method: HDCON ***9707

Item	Price/Item	Qty	Line Total
Appliance Delivery (1 item) 102 Merchant Rd , Warren, PA 16365			
LG 5.5 cu. ft. SMART Top Load Washer in Matte Black with Impeller, Easy Unload and TurboWash3D Technology	\$798.00 \$1,099.00 Saved 27%	1	\$798.00

Parts & Services

Expect it on Dec 30, 2024

Subtotal	\$798.00
Delivery	\$0.00
Appliance Delivery	\$29.00
Sales Tax	\$49.62
Total	\$876.62
You Saved	\$301.00

Need help?

Online Customer Support:
1-800-430-3376

Major Appliances:
1-877-961-6683

Call 7 days a week:
6 a.m. to 2 a.m. EST

4AEG
10a Merchants RD
WARREN, PA
16365

Retail



17120

RDC 99

U.S. POSTAGE PAID
FCM LG ENV
WARREN, PA 16365
JAN 28, 2025

\$2.87

R2305M145904-11

SECRETARY
Pennsylvania Public Utility Commission
400 NORTH STREET
Harrisburg, PA 17120