

February 11, 2025

To: SECRETARY

PA PUC – PENNSYLVANIA PUBLIC UTILITY COMMISSION
400 North Street
Harrisburg, PA 17120

RCVD PUC SEC BUR
FEB 18 2025 AM 11:09

From: DEBORAH YAEGLE

102 Merchant Road
Warren, PA 16365
(814) 558-0601

RE: FORMAL COMPLIANT DOCKET # C-2025-3052971

To the Secretary of the PAPUC,00/

Please kindly note that a copy of this letter is being provided, via email, to the party of: Margaret Morris @ Reger Rizzo Darnall LLP, email: mmorris@regerlaw.com; the party representing Penelec / First Energy in the Formal Complaint I have filed with the PAPUC. (Letter to PA PUC mailed via USPS).

On February 10, 2025, I phoned Penelec to request that Penelec examine the “stripped” electrical power lines that are drooping over my driveway. The power lines were “backed into” by a delivery truck service on 12/30/2024; the responsible party left the scene, a police report was filed, and the delivery service has not paid the damages to my property from this crime. The damage is electrical in nature (pole, meter box, weatherhead, mast) and roof / siding damage. I was informed by Penelec on February 10th that a supervisor would call me back. No call was EVER received.

On February 11, 2025, I phoned Penelec again, a total of four times before 12pm. First, I requested that the electrical power lines be examined because “no one ever examined the wires” after a truck backed into them. I am fully aware the wires are stripped and damaged and this is evidenced by my son climbing on an 8-foot ladder on 12/30/2024 to place reflective hazard tape on the cable / internet / phone wires that were also backed into on 12/30/2024. I do have photographs of the damage to the electrical power lines. I also reported the pole that connects to the electrical power lines is leaning, and yellow hazard tape that was placed by a Penelec lineman (Taylor) on 12/30/2024, was not secured properly and the wind has since blown the yellow tape to the top of wires, near the pole.

I was informed by Penelec on 02/11/2025, that a lineman would be dispatched to examine the issues. No call was ever made to me to alert me Penelec would be arriving. I was required to go to the PA State Police barracks to pick up a police report, and in that time frame that I was not home, a Penelec truck came to my residence. What transpired next is a disregard for safety, compliance, and responsibility by Penelec.

The Penelec lineman truck arrived at approximately 9:22AM. The lineman parked the truck at the end of the driveway of 102 Merchant Road. He then walked up the driveway, approximately 75 feet, to where the electrical power lines are drooping over my driveway, and 2 orange HAZARD cones are placed on the East and West side of the driveway. He then walked back to the large Penelec truck and BACKED THE BUCKET TRUCK UNDERNEATH DROOPING ELECTRICAL POWER LINES, TO THE AREA OF MY DRIVEWAY WHERE THERE IS A FRONT DOOR AND GARAGE DOOR (attached to the house). The time was: 09:24:02. He sat in his truck, NEVER LEAVING THE VEHICLE, and at 9:29:37, the employee DROVE THE BUCKET TRUCK BACK UNDERNEATH THE DROOPED POWER LINES, BETWEEN 2 ORANGE HAZARD CONES, exiting the driveway. He then drove the bucket truck East, a very short

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distance near to the entrance of a private road (Hummingbird Lane) and remained there for a few minutes. The Penelec Lineman NEVER cleared away the yellow hazard tape that is now **attached to the power lines**, near a telephone phone.

The Penelec truck is seen driving down Merchant Road. At 9:38am. No call was ever made to me addressing my concerns.

I happened to pass the Penelec truck, while driving on Cobham Park Road, Warren.

I reviewed my home's security camera and noticed the facts that the driver of a Penelec bucket truck did absolutely NOTHING. I called Penelec at 800-545-7741 and reported the facts. A customer service representative named "Benavir" took a report, and said she would have dispatch send another Penelec truck to my residence. I advised her to make certain that Penelec be informed: **DO NOT DRIVE UNDERNEATH THE ELECTRICAL WIRES THAT ARE DROOPED ACROSS MY DRIVEWAY.**

At approximately 11:26 am, DISPATCH for Penelec called me. A SHORT 3min 31 sec phone call, with a man who did not give his name, therefore I had to ask him: which he stated was "Noah." The call ended with "Noah" hanging up on me as I was still talking. First, and foremost, this Dispatch man who said his name was Noah, blatantly lied.

"Noah" said that the lines were "Verizon lines" and not Penelec lines. That is incorrect. As I tried to tell him, "Noah, the lines that hang over my driveway are electrical power lines, and cable / internet lines. The electrical power lines were STRIPPED when a truck backed into those wires on December 30, 2024." I was calling to ask that Penelec EXAMINE THOSE STRIPPED LINES FOR SAFETY REASONS, not only for the present, but for the use of them in future. **Noah stated that they were examined. I informed him, "No, they were never examined" and I have security cameras that prove they were NEVER examined. He continued to become defensive and AGGRESSIVE in trying to over speak to me and tell me that Verizon was responsible for the wires and the pole.** I understand Verizon is responsible for the telephone pole; BUT- the stripped electrical power lines and the yellow hazard tape that is now attached to the end of an electrical line are PENELEC'S RESPONSIBILITY.

It would have been easy enough to raise the bucket of the truck, and take down the yellow hazard tapes that are now attached to the end of Penelec's power lines; and it would have been easy enough to raise the bucket and examine the STRIPPED power lines; WITHOUT DRIVING UNDERNEATH THE DROOPED LINES. But PENELEC did NEITHER TODAY, NOR HAVE THEY DONE SO IN PHONE CALLS I'VE PLACED ABOUT THIS / AND EMAILS TO THE DISPATCH UNIT (to employee Rachel).

The dispatch person, Noah, was completely disrespectful, unprofessional and rude when I attempted to inform him of the concerns. Simply stated, he was lazy, as was the lineman that came to the residence at 9:22am today, and drove underneath drooped electrical wires, marked with hazard tape and orange hazard cones. He drove to the property's entrance, sat in his truck for 5.5 minutes, then drove back underneath the low-clearance wires.

I called Penelec's toll free number, again, to report this ordeal of unprofessionalism and disrespect, along with the laziness of personnel not physically examining the damage to the power lines hanging over my driveway, and spoke at length, for 43 minutes with a Rebecca in the 'outage team.' It was with her knowledge, and professionalism that she listened completely, and unknown to me, she took the time and courtesy and reported the matter to a Penelec supervisor "Nick" in Akron, Ohio. I spoke with Nick for 20 minutes. He advised he would report the matter to Noah's supervisor and advise that a Penelec lineman EXAMINE THE TOP OF THE POWER LINES that were

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damaged by a delivery truck on 12/30/2024. I have spent most of my morning and part of the afternoon on the telephone with PENELEC.

My concerns about the damage to the outer coating of the power lines is legitimate. The matter should have been looked at, the wires, on 12/30/2024 by the lineman who came to my home that day. While Taylor was polite and professional, he never examined the damage to the power lines that hang over the driveway, he merely used a pole to add hazard tape to them. Hazard tape that was not tied securely and blew in the wind, leaving ribbon at the very top of an electrical line by a telephone pole.

I take the matter of electrical power to my home, which I live in with my dogs, extremely seriously. I expected nothing less of Penelec having a concern for SAFETY of their equipment and lines.

Nick was professional, understanding, patient, and respectful. Two times I have spoken with DISPATCH, today and on 12/20/2024. Both times, the dispatch person HUNG UP THE PHONE while a conversation was being held.

Nick also informed me that Penelec linemen are not to interact with a homeowner. So the concern MUST BE ADDRESSED: why did a Penelec lineman drive underneath drooped electrical wires, today, February 11th, and back his vehicle up to my front door and garage door? My driveway is approximately over 120 feet long. The electrical wires that extend from a telephone pole to the mast on the roof of my house are approximately HALF that distance from the garage / front door. There was NO reason for this lineman to drive to my front door and sit in his truck for 5.5 minutes, then drive back underneath drooped power lines. Merchant Road is a dead-end road. Only four houses are located on Merchant Road. I am in the third house from the end; seldom is any traffic. There was no legitimate reason for a Penelec truck to drive between orange hazard cones, underneath hazard-taped power lines and cable/internet lines (also hazard taped). It was inexcusable and reckless and a disregard for safety was clearly visible on security cameras.

I understand Verizon is responsible for the "telephone pole." On that pole, electrical power lines are attached. On December 20, 2024, there was an "overload power surge" through those lines, initiated by Penelec. Damage was done to my property, and the power surge burnt a power surge protector. The voltage was so great that it caused damage to a surge protector. On December 30, 2024, the power lines were backed into a hit-and-run crash, during a delivery of a new appliance I had to purchase because of the 12/20/2024 "overload voltage surge" by Penelec.

Since that time, my life has been consumed in a police investigation, contacting state police, truck delivery companies, and speaking with Penelec. It has been ongoing since December 20, 2024; the entire events TRIGGERED by Penelec's OVERLOAD OF VOLTAGE after an outage. Safety is NOT a priority of Penelec, clearly noted by today's events of phone calls and refusal by a Dispatch unit to examine damage to the actual power lines that hang over my ingress and egress of property.

There is little to offer in the service of electrical companies in the rural area I live; therefore, I am unfortunately having to continue to deal with the unprofessionalism of Penelec (not all, as today, Representative Rebecca took the initiative to assist me in reaching out to a higher-up located in Akron, Ohio.)

Today, February 11, 2025, a lineman arrived at my front door. He was in a pickup truck, parked on Merchant Road, at the bottom of my driveway. He walked up the distance of the driveway and knocked on my front door, alerting my dogs. I showed him the photographs, on my cell phone, of the 'damaged' power lines, caused by the delivery truck on 12/30/2024. The lineman told me it was the "insulation" that was damaged, and it is "safe" and furthermore told me that the insulation is approximately 3x that width, covering the actual electric wires.

He was the first person to assist me in this regard. Further, he informed me that something extremely sharp had to strip those wires. I informed him I noted on the security camera that the wires were literally stuck to the latch of the delivery truck door (on top of the door).

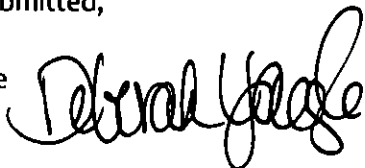
The lineman also informed me he is putting in a request for immediate replacement of the leaning telephone pole. He stated the pole is leaning too much, and the force of the hit-and-run crash did damage the pole and move it. I showed him photographs of before the 12/30/2024 event and the pole now. He stated the pole should be replaced "tomorrow." Once it is replaced, he will request the police report number and submit that to Penelec so Penelec and Verizon can "go after" the responsible party for damage to the pole.

This is what I have been asking for since 12/30/2024. The lineman who informed me of this told me his name, full name, without my asking for his full name. **He was professional, respectful, and helpful.** His name is Justin Federoski and should be complimented by Penelec for assisting me in this ongoing issue.

I am requesting this letter of information be addressed in the formal complaint with the PA PUC, as the issues of my concerns were not addressed by supervisors, dispatch personnel, or Penelec customer service or the claims department of Penelec; but a lineman (a union employee) is the person who finally assisted me.

Respectfully submitted,

Deborah Yaegle



*Letter sent via email to Maragret Morris, mmorris@regerlaw.com on 02/11/2024.

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