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 Barbara Pezzuto, |  
                   v. |     Docket No.:  
 Metropolitan Edison |     C-2024-3046992  
 Company, |  
 |  
 Further Call-In |  
Telephonic Hearing
 Pages 115 - 282

Judge's Chambers  
 State Office Building  
 801 Market Street  
 Philadelphia, PA

Friday, April 11, 2025  
 Commencing at 10:16 a.m.

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Docket No. C-2024-3046992

Hearing Date: April 11, 2025

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Photos



**PHOTO #1**

**PHOTO OF A PORTION OF HOW THE TREES AND LIMBS RUN ALONG THE POWER LINE THROUGH THE MET ED RIGHT OF WAY TO THE POLE IN BACK YARD OF 668 HENNING ROAD.**

**726 HENNING ROAD RIGHT OF WAY CONDITION BEFORE FORMAL COMPLAINT E-FILED ON 2/28/24.**

**Pezzuto**

**Exhibit 1**

LS 4/11/25



**PHOTO #2**

**ANOTHER PHOTO OF A PORTION OF HOW THE TREES AND LIMBS RUN ALONG THE POWER LINE THROUGH THE MET ED RIGHT OF WAY TO THE POLE IN BACK YARD OF 668 HENNING ROAD.**

**726 HENNING ROAD RIGHT OF WAY CONDITION BEFORE FORMAL COMPLAINT E-FILED ON**

**Pezzuto**

**Exhibit 2**

LS 4/11/25



**PHOTO #3**

**CONDITION OF MET ED RIGHT OF WAY WHERE  
POWER LINE RUNS THROUGH TO POLE IN BACK  
YARD OF 668 HENNING ROAD.**

**726 HENNING ROAD RIGHT OF WAY CONDITION  
BEFORE FORMAL COMPLAINT E-FILED ON 2/28/24.**

**Pezzuto**

**Exhibit 3**

LS 4/11/25



**PHOTO #4**

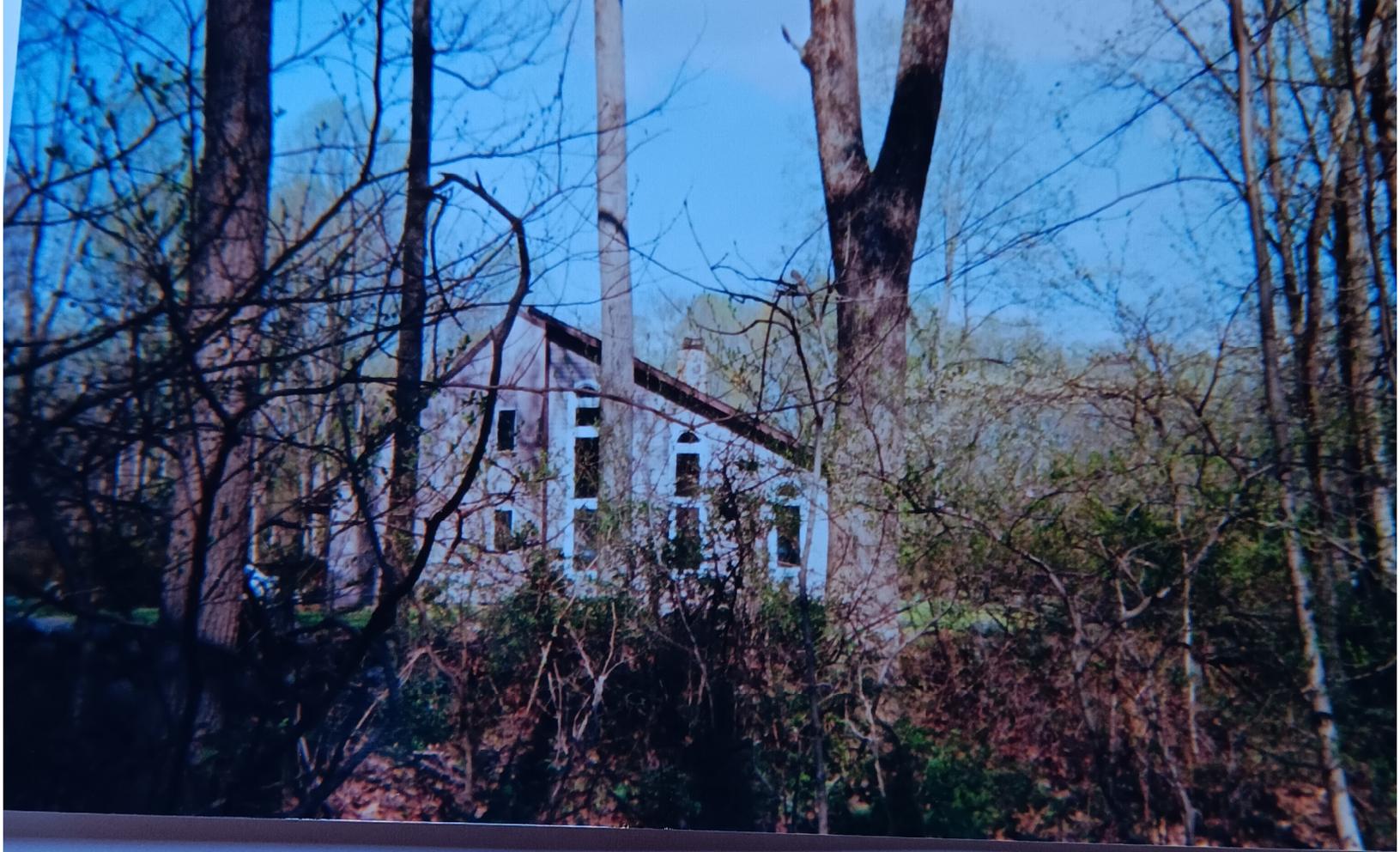
**CONDITION OF MET ED RIGHT OF WAY WHERE  
POWER LINE RUNS THROUGH TO POLE IN BACK  
YARD OF 668 HENNING ROAD. 726 DOES NOT HAVE  
A DIRECT CONNECTION TO HENNING ROAD.**

**726 HENNING ROAD RIGHT OF WAY CONDITION  
BEFORE FORMAL COMPLAINT E-FILED ON 2/28/24.**

**Pezzuto**

**Exhibit 4**

LS 4/11/25



**PHOTO #5**

**ELECTRIC POLE LOCATION IN THE WOODS AND  
HOUSE.**

**Pezzuto**

**Exhibit 5**

LS 4/11/25

**SPRINGHILL SUITES**  
BY MARRIOTT

SPRINGHILL SUITES BY MARRIOTT® / ALLENTOWN CENTER VALLEY  
3800 West Drive, Center Valley, PA 18034 P 610.709.9797  
springhillsuites.com

Brenda Pezzuto Room: 522  
726 Henning Rd Room Type: QQST  
Perkiomenville PA 18074 Number of Guests: 1  
No Heat Rate: \$135.00 Clerk: EME  
Arrive: 24Dec22 Time: 07:42PM Depart: 26Dec22 Time: 11:53AM Folio Number: 58912

DATE	DESCRIPTION	CHARGES	CREDITS
24Dec22	Room Charge	135.00	
24Dec22	Occupancy Sales Tax	8.10	
24Dec22	County Tax	5.40	
25Dec22	Room Charge	135.00	
25Dec22	Occupancy Sales Tax	8.10	
25Dec22	County Tax	5.40	
26Dec22	[REDACTED]		297.00
		<b>BALANCE:</b>	<b>0.00</b>

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See our "Privacy & Cookie Statement" on Marriott.com.



B. Pezzuto

Room: 330

Room Type: QQST

Number of Guests: 1

Rate: \$137.00

Clerk:

Arrive: 13Feb24

Time: 06:02PM

Depart: 14Feb24

Time: 11:00AM

Folio Number: 94567

DATE	DESCRIPTION	CHARGES	CREDITS
13Feb24	Room Charge	137.00	
13Feb24	Room Tax	8.22	
13Feb24	City Tax	6.85	
14Feb24	[REDACTED]		152.07
		XXXXXXXXXXXXXXXXXXXX Amount: 152.07 Auth: 01354P	
		[REDACTED]	
		<b>BALANCE:</b>	<b>0.00</b>

As a Marriott Bonvoy Member, you could have earned points towards your free dream vacation today. Start earning points and Elite status, plus enjoy exclusive member offers. Enroll today at the front desk.

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\$154.29

HOLIDAY INN EXPRESS QUAKERTOWN PA  
ARRIVE 08/07/23 DEPART 08/08/23

08/08

Pezzuto

**Exhibit 8**

LS 4/11/25



**Pezzuto**  
**Exhibit 9**  
LS 4/11/25



**Pezzuto**  
**Exhibit 10**  
LS 4/11/25



Pezzuto

## Exhibit 11

LS 4/11/25

PROPERTY OWNER'S CONTACT - FORESTRY

FORM 1015 (REV. 09-17)  
ID NO. 58192111

I / WE HEREBY CERTIFY THAT THE UNDERSIGNED HAS BEEN CONTACTED BY First Energy / ECI

ON (Date) 3/29/24 REGARDING VEGETATION MANAGEMENT WHICH IS TO BE CONDUCTED ON MY / OUR PROPERTY.

I / WE HEREBY CERTIFY THAT I AM / WE ARE THE OWNER(S) OF THE PROPERTY DESIGNATED AS (Property Address) 736 Harding Rd

AND ACKNOWLEDGE THAT THE NECESSARY VEGETATION MANAGEMENT INCLUDE:

TREE TRIMMING

TREE REMOVAL

BRUSH CUTTING with mower where possible

HERBICIDE APPLICATION

DEBRIS HANDLING All wood remains

AS DEEMED NECESSARY BY THE UTILITY TO PROVIDE RELIABLE SERVICE.  
THIS WORK WILL BE DONE WITHOUT EXPENSE TO THE OWNER. THE OWNER UNDERSTANDS THAT THE COST OF THIS WORK WILL BE PAID FOR BY THE UTILITY COMPANY.

OWNER'S SIGNATURE [Signature]

DATE SIGNED 3/29/24

OWNER'S ADDRESS 736 Harding Rd Perrysville

TELEPHONE NO. 716 421 7224

CIRCUIT NO.(S) Pezzo 706

INCLUSIVE POLE NO.(S)

CONTACTED BY Rudy / Kwishe 484-862-9353



**Docket No. C-2024-3046992**

**Barbara Pezzuto v. Metropolitan Edison Company**

**The Hon. Eranda Vero**

**Hearing Date: February 26, 2025 at 10:00am**

**Call-In Hearing No.: 1.866.560.8322; PIN: 36676820#**

**PROPOSED EXHIBITS OF FE PA (MET-ED RATE DISTRICT)**

1. Customer Contacts
2. BCS Decision No. 3932674, closed 12/1/23
3. Aerial Imagery of Service Location
4. Barto Circuit Mapping
5. Installation of Pole
6. Sustained Outage History
7. Sustained Outage History for Neighbors
8. Event Orders for Sustained Outages
9. Reliability Improvements
10. 2024 Cycle Tree Counts
11. Photos from 2024 Cycle work

Customer: BARBARA A PEZZUTO / [REDACTED]  
 Contract Acct: [REDACTED]  
 Service Address: 726 HENNING RD, PERKIOMENVILLE PA 18074

Created On: 02/15/2025  
 Date Range: 10/15/2020 to 02/15/2025

### Customer Contact History



Contact Date	Created Date	Contract Acct	Created By	Description
03/01/9999 13:04:02	03/01/2024	[REDACTED]	Laurie Parker	PUC/BPU Complaint-Written Pa PUC Formal Complaint Docket No. C-2024-3046992 (Met-Ed moved service, trees causing outages/damages) received.
01/10/2025 15:51:35	01/10/2025	[REDACTED]	B2BEALOGIN	Real Time Payment Pending Payment Date: 01/10/2025   Payment Time: 15:46:58 Payment Amount: 781.95   Payment Type: Credit Vendor ID: AC   Receipt Number: 5780821
01/10/2025 15:41:04	01/10/2025	[REDACTED]	INTV IVR	Account Balance Inquiry
01/10/2025 15:40:15	01/10/2025	[REDACTED]	INTV IVR	IVR eBill Offer - Decline Customer declined eBill Enrollment
01/08/2025 15:34:41	01/08/2025	[REDACTED]	EAILOGINWM6	Outbound Callback About Trouble Inquiry Call Result - SRC_ANS_MACHINE Invalid or no response from Customer.
01/08/2025 13:56:03	01/08/2025	[REDACTED]	EAILOGINWM6	Lights-None Played_POWERONDESC_CustomerMessage 09 We are aware of your outage and we are investigating the cause. ERT: 1/8/2025 4:30:00 PM
12/09/2024 12:23:03	12/09/2024	[REDACTED]	Aleisha Holbrook	Dispute Tracking Closed Dispute 20241115110956281065 has been closed Nature of Inquiry: High bill. Meter test. Companys Position: Working disputes. Meter tested accurate at 100.05%. Util Rprt Sent. Closing Dispute.
12/09/2024 12:22:00	12/09/2024	[REDACTED]	Aleisha Holbrook	Balance Statement Prepared
12/09/2024 12:21:48	12/09/2024	[REDACTED]	Aleisha Holbrook	PA Utility Report Created
<p>I am writing in reference to your call to us on 11/15/2024. You were calling in regard to your bill for \$575.36 from 10/07/2024 to 11/05/2024 and a request for a meter test.</p> <p>Based upon an investigation, FirstEnergy's position is the bill is correct as rendered. On 11/20/2024 your meter was tested at 100.05% accuracy, which falls within the PUC guidelines. The investigation included reviewing your usage and billing history.</p> <p>Service will not be terminated pending completion of the dispute process, including both formal and informal complaints, so long as there is compliance with all requirements of the commission.</p> <p>The balance on your account is \$781.95, of which \$781.95 is due by 01/09/2025. A statement of your account is enclosed. If payment arrangements are needed, or to complete a billing analysis, please contact us at 1-800-545-7741.</p>				
12/07/2024 01:19:15	12/07/2024	[REDACTED]	CS General Purpose Batch	Confirmation of Supplier Selection - Single Bill
12/06/2024 12:02:55	12/06/2024	[REDACTED]	CS General Purpose Batch	Enrollment Request (Accepted)
12/04/2024 14:33:54	12/04/2024	[REDACTED]	EAILOGINWM6	Ready Pay Create No 110857105 - \$ 595.36 - 12/04/2024
11/29/2024 11:17:46	11/29/2024	[REDACTED]	EAILOGINWM6	Ready Pay Create No 110722456 - \$ 375.05 - 11/29/2024
11/18/2024 03:30:06	11/18/2024	[REDACTED]	CS General Purpose Batch	DSPTRIGHTS Letter
11/15/2024 11:27:26	11/15/2024	[REDACTED]	Justin Yoak	General Inquiry

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>S/W BARBARA A PEZZUTO. Created a meter test order per customer request. Customer declined ip option. Transferred to pa billing as customer wasn't accepting my answers. Satisfied Not Applicable: Reason - Call Transferred</p>				
11/15/2024 11:09:59	11/15/2024		Justin Yoak	Bill Inquiry
<p>Caller: BARBARA A PEZZUTO (Business Partner) Nature of Inquiry: Bill for \$575.36 from 10/07/2024 to 11/05/2024 Act Fast Meter Suspected Read Validation: Alternatives/Solutions: Educate customer: Accept Offer Budget: Decline Brochures sent via email. Offered applicable assistance programs Notification required for further investigation Notifications: MW - Meter Test Required Meter test fee of 20.00 applied Company Position: Agreed to start an investigation Something else - Fast meter suspected Summary: Satisfied Not Applicable: Reason - Send DSPRTS Script read/details provided to customer Connections Vendor - Transfer declined Analysis Performed: CBA Declined Additional Comments:</p>				
11/15/2024 11:09:59	11/15/2024		Justin Yoak	Dispute Tracking Open
<p>Dispute 20241115110956281065 has been created for BP Caller: BARBARA A PEZZUTO (Business Partner) Nature of Inquiry: Bill for \$575.36 from 10/07/2024 to 11/05/2024 Act Fast Meter Suspected Read Validation: Alternatives/Solutions: Educate customer: Accept Offer Budget: Decline Brochures sent via email. Offered applicable assistance programs Notification required for further investigation Notifications: MW - Meter Test Required Meter test fee of 20.00 applied Company Position: Agreed to start an investigation Something else - Fast meter suspected</p>				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Summary: Satisfied Not Applicable: Reason - Send DSPRTS Script read/details provided to customer Connections Vendor - Transfer declined Analysis Performed: CBA Declined Additional Comments:				
11/15/2024 11:09:57	11/15/2024		Justin Yoak	Meter Test Charged & Posted
Meter Test Fee applied for 20.00 Created By: Justin Yoak				
11/15/2024 10:53:09	11/15/2024		Justin Yoak	Negotiation Tool - Service On
Spoke with: BARBARA A PEZZUTO Created By: Justin Yoak Payment Options provided: Offered - Pay Acct Balance of: \$950.41 Offered - Pay Past Due Amt of \$375.05 ***** PA Final Wrap-up Satisfied Not Applicable: Reason - Send DSPRTS				
11/15/2024 10:29:11	11/15/2024		INTV IVR	Account Balance Inquiry
#12) "Do Not Offer eBill Enrollment" Bill Analysis Factor Count = Factors Played =				
11/15/2024 10:29:04	11/15/2024		INTV IVR	IVR eBill Offer - Decline
Customer declined eBill Enrollment				
11/15/2024 10:01:00	11/16/2024		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
10/23/2024 12:21:43	10/23/2024		EAILOGINWM6	Ready Pay Create
No 109901470 - \$ 297.94 - 10/23/2024				
10/17/2024 10:03:00	10/17/2024		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
09/17/2024 15:50:00	09/17/2024		EAILOGINWM6	Ready Pay Create
No 109050403 - \$ 277.23 - 09/17/2024				
09/16/2024 10:03:00	09/16/2024		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
09/03/2024 10:02:00	09/03/2024		CS General Purpose Batch	Disconnection Phone Attempt - Unsuccessful
Phone attempt 05 - AMD Detected - Left Message				
09/02/2024 12:33:28	09/02/2024		EAILOGINWM6	Ready Pay Create
No 108676969 - \$ 288.09 - 09/02/2024				
08/26/2024 22:18:18	08/26/2024		CS General Purpose Batch	Disconnection Notice - PA Residential
08/16/2024 10:01:00	08/17/2024		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
07/29/2024 16:35:12	07/29/2024		EAILOGINWM6	Ready Pay Create
No 107845228 - \$ 372.27 - 07/29/2024				
07/24/2024 22:22:06	07/24/2024		CS General Purpose Batch	Disconnection Notice - PA Residential
07/17/2024 10:03:00	07/17/2024		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
07/16/2024 22:00:52	07/16/2024		EAILOGINWM6	Outbound Callback About Trouble Inquiry
Call Result - SRC_ANS_MACHINE				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Invalid or no response from Customer.				
07/16/2024 19:26:35	07/16/2024		EAILOGINWM6	Lights-None
Played Outage Message BOYERTOWN CA PA				
07/01/2024 12:22:39	07/01/2024		EAILOGINWM6	Ready Pay Create
No 107191325 - \$ 587.09 - 07/01/2024				
06/25/2024 22:51:24	06/25/2024		CS General Purpose Batch	Disconnection Notice - PA Residential
06/17/2024 10:03:00	06/17/2024		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
05/18/2024 14:13:05	05/18/2024		EAILOGINWM6	Ready Pay Create
No 106188520 - \$ 665.84 - 05/18/2024				
05/16/2024 10:04:00	05/16/2024		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
04/29/2024 13:38:00	04/29/2024		EAILOGINWM6	Ready Pay Create
No 105690332 - \$ 877.07 - 04/29/2024				
04/24/2024 22:26:44	04/24/2024		CS General Purpose Batch	Disconnection Notice - PA Residential
04/17/2024 10:09:00	04/17/2024		CS General Purpose Batch	Listened to entire msg-correct household confirmed
Phone attempt 01 - Listened to Entire Message - Correct Household Confirmed				
04/03/2024 19:22:02	04/03/2024		EAILOGINWM6	Outbound Callback About Trouble Inquiry
Call Result - SRC_ANS_MACHINE				
Invalid or no response from Customer.				
04/03/2024 16:08:42	04/03/2024		Mekhi Burkett	No Lights - Wire Down Pole to Pole
Reported By: BARBARA A PEZZUTO Reported By Phone: (484)560-6926 Storm Mode: Storm Mode ERT Type: OFF ERT Time Quoted: N/A Script Read: Yes Notification Instructions: in the woods Satisfied Not Applicable: Reason - Other - caller hung up Created By: Mekhi Burkett				
04/03/2024 15:55:51	04/03/2024		EAILOGINWM6	Additional Customer Call
Played Outage Message BOYERTOWN CA PA				
04/03/2024 12:09:29	04/03/2024		EAILOGINWM6	Lights-None
ERT: 4/3/2024 3:00:00 PM				
03/26/2024 14:14:05	03/26/2024		EAILOGINWM6	Ready Pay Create
No 104857802 - \$ 4234.38 - 03/26/2024				
03/25/2024 22:32:06	03/25/2024		CS General Purpose Batch	Disconnection Notice - PA Residential
03/18/2024 10:07:00	03/18/2024		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
03/12/2024 14:33:33	03/12/2024		DeAnna Collins	General Inquiry
sw BARBARA A PEZZUTO. customer wants her line to be moved back to the road. xferred to new service. no information given customer complained about met ed and stated she wants her line moved Satisfied Not Applicable: Reason - Call Transferred				
03/01/2024 13:38:39	03/01/2024		Laurie Parker	PUC/BPU Complaint-Written
Saved in error (already noted PaPUC Formal Complaint)				
02/24/2024 20:15:15	02/24/2024		CS General Purpose Batch	Disconnection Notice - PA Low Income - No Disc

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
02/16/2024 10:01:00	02/17/2024		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
02/13/2024 18:15:52	02/13/2024		EAILOGINWM6	Outbound Call - ETR Update
Call Result - SRC_ANSWER_LIVE ETR - 2024-02-14 23:00:00.0 POWERONDESC:				
02/13/2024 18:12:51	02/13/2024		EAILOGINWM6	Outbound Callback About Trouble Inquiry
Call Result - SRC_ANSWER_LIVE Customer reports No Power.				
02/13/2024 17:37:32	02/13/2024		EAILOGINWM6	Outbound Call - ETR Update
Call Result - SRC_ANS_MACHINE ETR - 2024-02-14 23:00:00.0 POWERONDESC:				
02/13/2024 14:39:14	02/13/2024		Linda Martin	No Lights - Tree/Limb on Wire
Reported By: BARBARA A PEZZUTO Reported By Phone: (215)421-7249 Storm Mode: Storm Mode ERT Type: OFF Restoration callback requested: (215)421-7249 ERT Time Quoted: N/A Script Read: Yes Notification Instructions: SAID LINES ARE COMING FROM NEIGHBORS HOUSE. SAID TREES ARE HANGING ON LINES. COMING FROM NEIGHBORS HOUSE. SAID LOW LINES. Customer was satisfied. Created By: Linda Martin				
02/13/2024 09:41:09	02/13/2024		EAILOGINWM6	Additional Customer Call
Played Outage Message BOYERTOWN CA PA				
02/13/2024 08:12:41	02/13/2024		EAILOGINWM6	Lights-None
Played Outage Message BOYERTOWN CA PA				
12/07/2023 08:32:26	12/07/2023		Latasha Austin	PUC/BPU Complaint-Written
PUC CASE 3932674 CLOSED VERBAL CLOSE: EXPLAINED CO REPORT TO CUSTOMER- CUSTOMER STATES NOT SATISFIED WITH CO REPORT-WANTS LINE MOVED AWAY FROM TREES. GAVE				
09/22/2023 12:23:10	09/22/2023		Cody Layton	General Inquiry
#000355014949 9/1 BARBARA A PEZZUTO / seeking status of moving our lines back the way it was but seeking - update on wires re-routed the way they were originally to prevent frequent outages0 Can be contacted at (215)421-7249 Customer was satisfied.				
09/22/2023 11:51:06	09/22/2023		Robyn Ullman	General Inquiry
SW/ BARBARA A PEZZUTO / acct# / VAI / calling on DR# 355014949 for update on wires re-routed the way they were originally to prevent frequent outages. xfer to NS Satisfied Not Applicable: Reason - Call Transferred				

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
09/14/2023 10:44:30	09/14/2023		Kathleen Davis	General Inquiry
Customer was satisfied.				
09/01/2023 23:30:33	09/01/2023		ZEDBTCH	Dispute Tracking Closed
Dispute has been closed				
09/01/2023 10:25:58	09/01/2023		William Yost	Relocate Facilities
<p>Stand Alone notification 000355014949 created for work type RELO  Premise: 0002141429 - 726 HENNING RD, PERKIOMENVILLE PA 18074  Remarks:  customer spoke with jeffrey antolic reliabilit engineer in antola asdv them to seutp a relocation req to where the service comes from stated too many outages use to be on a different power grid for the service wnat's back on it  Reason Contact Req: discuss location of service coming from  Contact Email: bpezzuto@comcast.net  Partner Email: bpezzuto@comcast.net  Script Read: Yes  Created By: William Yost  Customer was satisfied.</p>				
08/25/2023 12:50:13	08/25/2023		Richard DiPerna	General Inquiry
<p>S/W BARBARA A PEZZUTO. Cust calling about the Reliability claim she put in on 8/16. Advised claim is still open and someone will be contacting her once investigation is complete.  Customer was not satisfied. Rights provided to customer.</p>				
08/25/2023 10:39:47	08/25/2023		INTV IVR	Account Balance Inquiry
08/25/2023 10:39:47	08/25/2023		INTV IVR	IVR eBill Offer - Decline
Customer declined eBill enrollment.				
08/16/2023 15:18:44	08/16/2023		Lisa Panchari	Claim-Company
<p>THIS IS NOT A CLAIM. THIS IS A RELIABILITY ISSUE WHICH IS HANDLED BY THE RELIABILITY DEPT.  Sent letter to customer via email...  August 16, 2023  BARBARA A PEZZUTO  726 HENNING RD  PERKIOMENVILLE, PA 18074  RE: ##Met-Ed File No.#ME2-81839  ##Date of Incident#8/13/2023  ####  ##  Dear BARBARA A PEZZUTO,  This will acknowledge receipt of your claim.  Please be advised that the Met Ed Claims Department does not handle reliability issues and your claim will be closed. In review of your account, on August 16th a reliability notification was established for the Reliability Department to investigate your outages/reliability.  Someone from the Reliability Department should be contacting you once their review is complete.  Sincerely,  Met-Ed Claims  MEClaims@firstenergycorp.com</p>				

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Satisfied Not Applicable: Reason - Manual work				
08/16/2023 13:20:27	08/16/2023		Jeanne Carson	General Inquiry
Customer was satisfied.				
08/16/2023 13:19:17	08/16/2023		Jeanne Carson	Contact Customer-Reliability
Partner Email: bpezuto@comcast.net				
08/14/2023 14:50:03	08/14/2023		EAILOGINWM6	Outbound Callback About Trouble Inquiry
Call Result - SRC_ANS_MACHINE Invalid or no response from Customer.				
08/14/2023 10:22:19	08/14/2023		Eliza Pharis	General Inquiry
<p>s/w BARBARA A PEZZUTO / [REDACTED] had 2 outages in the last week. states she has a complaint into the PUC already. adv the ERT is 11pm on 8/14. wanting clean up done for the trees. adv we do not do clean up for weather related outages. states we are a worthless company and we will not do anything to restore her service. i adv we are working as fast as we can to get everyones power restored. customer stated there is no reason we shouldnt not have been there this morning to fix her power &amp; hung up the call on me Customer was not satisfied. Rights provided to customer.</p>				
08/14/2023 10:16:39	08/14/2023		Eliza Pharis	BP Callback About Trouble Call
<p>Reported By: BARBARA A PEZZUTO Work Type: NLNL Storm Mode: Storm Mode ERT Type: GLB ERT Time Quoted: 08/14/23 11:00 PM Script Read: Yes Satisfied Not Applicable: Reason - Other - wanting to speak to new service gave customer new ert of 11pm today 8/14/2023 Created By: Eliza D Williams</p>				
08/13/2023 16:55:04	08/13/2023		EAILOGINWM6	Outbound Call - ETR Update
<p>Call Result - SRC_ANS_LIVE ETR - 2023-08-14 23:00:00.0 POWERONDESC:</p>				
08/13/2023 11:22:14	08/13/2023		Cameron Barker	Supervisor Call
<p>***KC SUP CALL*** Sw BARBARA A PEZZUTO Customer very upset over outages. Customer states that 20 years ago we took her off the main line and made a separate line just for her house. Since then outages occur a lot. Customer states there is a right of way that is not maintained well at all by us and this results in her outages. States her Daughter works from home and this a big hindrance of her work. Also informed me her son has medicine that needs to be kept cold. Adv that we will work as quick as we can to resolve this outage. Unable to provide ETA at this time but we will attempt to make it ASAP. Adv that the PUC also opened a case on 8/9 also looking into the amount of outages at this location. Customer just hopes it can be restored today. Adv that I cannot promise that at this time.</p>				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Rights given be rep who escalated call to me. Did not ask SAT. Satisfied Not Applicable: Reason - Manual work				
08/13/2023 11:13:35	08/13/2023		Ashleigh Watson	General Inquiry
Customer was not satisfied. Rights provided to customer. SW BARBARA A PEZZUTO				
08/13/2023 11:01:48	08/13/2023		Ashleigh Watson	Claim-Customer
Partner Email: bpezzuto@comcast.net				
08/13/2023 10:24:57	08/13/2023		Joseph Galan	BP Callback About Trouble Call
Reported By: BARBARA A PEZZUTO Work Type: NLNL Storm Mode: Storm Mode ERT Type: OFF ERT Time Quoted: N/A Script Read: Yes Satisfied Not Applicable: Reason - Send DSPRTS Created By: Joseph Galan				
08/13/2023 10:20:56	08/13/2023		EAILOGINWM6	Additional Customer Call
08/13/2023 00:38:16	08/13/2023		EAILOGINWM6	Lights-None
ERT: 08/13/23 03:30 AM				
08/09/2023 16:52:42	08/09/2023		Latasha Austin	PUC/BPU Complaint-Written
PUC case# 3932674 received on 08/09/23 regarding outage duration.				
08/09/2023 14:42:08	08/09/2023		EAILOGINWM6	Outbound Call - ETR Update
Call Result - SRC_ANS_MACHINE ETR - 2023-08-09 23:00:00.0 POWERONDESC:				
08/09/2023 11:12:17	08/09/2023		EAILOGINWM6	Outbound Call - ETR Update
Call Result - SRC_ANS_MACHINE ETR - 2023-08-09 18:30:00.0 POWERONDESC:				
08/09/2023 10:05:23	08/09/2023		Andrew Jeffrey	BP Callback About Trouble Call
Reported By: BARBARA A PEZZUTO Work Type: NLWP Storm Mode: Storm Mode ERT Type: GLB ERT Time Quoted: 08/09/23 11:00 PM Script Read: Yes Customer was not satisfied. Rights provided to customer. Created By: Andrew Jeffrey				
08/08/2023 16:20:59	08/08/2023		EAILOGINWM6	Outbound Call - ETR Update
Call Result - SRC_ANS_LIVE ETR - 2023-08-09 23:00:00.0 POWERONDESC:				
08/08/2023 11:26:54	08/08/2023		Edgar Talavera Aponte	No Lights - Wire Down Pole to Pole
Reported By: BARBARA A PEZZUTO Reported By Phone: (215)421-7249 Storm Mode: Storm Mode ERT Type: OFF				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Restoration callback requested: (215)421-7249 ERT Time Quoted: N/A Script Read: No Notification Instructions: MET ED RIGHT OF WAY Satisfied Not Applicable: Reason - Send DSPRTS Created By: Edgar Talavera Aponte				
08/08/2023 08:41:01	08/08/2023		EAILOGINWM6	Additional Customer Call
08/08/2023 03:30:09	08/08/2023		CS General Purpose Batch	DSPTRIGHTS Letter
08/07/2023 21:22:43	08/07/2023		Tiffany Richardson	Supervisor Call
** res spec ** BARBARA A PEZZUTO adv no ert at this time due to the large amt of outages experiences Satisfied Not Applicable: Reason - Send DSPRTS  offered reliability claim - declined offered bpu customer said she would contact a lawyer asked for legal dept. adv customer I did not have the legal information  customer hung up sent rights				
08/07/2023 21:22:22	08/07/2023		Christy Shaver	BP Callback About Trouble Call
Reported By: BARBARA A PEZZUTO Work Type: NLNL Storm Mode: Storm Mode ERT Type: OFF ERT Time Quoted: N/A Script Read: Yes Satisfied Not Applicable: Reason - Don't send DSPRTS sw Barbara pezzuto rqsting supv bec no ETR only one out bp states checked the breakers xfrd to kc Created By: Christy Ledsome				
08/07/2023 21:05:06	08/07/2023		Erin Chambers	BP Callback About Trouble Call
Reported By: BARBARA A PEZZUTO Work Type: NLNL Storm Mode: Storm Mode ERT Type: OFF ERT Time Quoted: N/A Script Read: Yes Satisfied Not Applicable: Reason - Call Transferred no ert Created By: Erin Chambers				
08/07/2023 20:00:32	08/07/2023		EAILOGINWM6	Additional Customer Call
08/07/2023 19:06:01	08/07/2023		EAILOGINWM6	Lights-None
ERT: 08/07/23 10:00 PM				
07/30/2023 11:18:08	07/30/2023		EAILOGINWM6	Ready Pay Create
No 98992327 - \$ 354.89 - 07/30/2023				
07/25/2023 22:50:11	07/25/2023		CS General Purpose Batch	Disconnection Notice - PA Residential
07/17/2023 10:06:00	07/17/2023		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
07/13/2023 11:55:14	07/13/2023		Caitlin Mushisky	Email Address Unsubscribed from Marketing Emails
Email address bpezuto@comcast.net Unsubscribed from Marketing Emails on 07/12/2023 at 00:00:01 via FEP				
07/11/2023 08:48:51	07/11/2023		EAILOGINWM6	Outbound Callback About Trouble Inquiry
Call Result - SRC_ANS_MACHINE Invalid or no response from Customer.				
07/11/2023 08:08:26	07/11/2023		EAILOGINWM6	Lights-None
ERT: 07/11/23 10:30 AM				
06/30/2023 13:23:57	06/30/2023		EAILOGINWM6	Ready Pay Create
No 98279338 - \$ 493.22 - 06/30/2023				
06/26/2023 22:21:22	06/26/2023		CS General Purpose Batch	Disconnection Notice - PA Residential
06/15/2023 10:05:00	06/15/2023		CS General Purpose Batch	Phone out of order
Phone attempt 09 - Sit Tone/Invalid Phone Number				
06/07/2023 09:36:48	06/07/2023		EAILOGINWM6	Ready Pay Create
No 97724586 - \$ 2083.91 - 06/07/2023				
05/30/2023 15:42:20	05/30/2023		Megan Wilson	Utility Report Issued
Spoke with: BARBARA A PEZZUTO Created By: Megan N Wilson Dispute Rights Dunning lock created - Lock date: 06/11/2023 Company Position: unable to pay the amount of \$2083.91 by the termination date of 06/08/2023 Customer Position: unable to pay the amount of \$2083.91 by the termination date of 06/08/2023				
05/30/2023 15:30:23	05/30/2023		Megan Wilson	Financial Summary Review
Spoke with: BARBARA A PEZZUTO Created By: Megan N Wilson No income to report BP Fed and Reg Inc Levels updated. Low income letter will be sent.				
05/30/2023 15:27:18	05/30/2023		Megan Wilson	Negotiation Tool - Service On
Spoke with: BARBARA A PEZZUTO Created By: Megan N Wilson *PA Disconnection Notice (Service On):* Does medical condition exist?: Yes Willing to provide income for PCAP/Agency Asst: Yes ***** Payment Options provided: Offered - Pay Acct Balance of: \$2577.13 Offered - Pay Disconnection Amt of: \$2083.91 ***** Financial Summary Option Used. No income to report BP Fed and Reg Inc Levels updated. Low income letter will be sent. ***** Dispute Rights Issued Option Used. ***** PA Final Wrap-up Considered 4 factors: Yes				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
sw BARBARA A PEZZUTO unable to pay the amount of \$2083.91 by the termination date of 06/08/2023 adv of dispute rights to allow time for pymt or energy assistance (pcap, pahaf)- ip available-declined				
05/30/2023 15:27:18	05/30/2023		Megan Wilson	Disconnection Phone Attempt - Successful
05/26/2023 09:59:47	05/26/2023		Sarah Jones	Outbound Call
AN AUTOMATED OUTBOUND CALL WAS MADE TO ADVISE HOW TO APPLY FOR PA ERAP.				
05/24/2023 22:29:48	05/24/2023		CS General Purpose Batch	Disconnection Notice - PA Residential
05/17/2023 10:06:00	05/17/2023		CS General Purpose Batch	AMD Detected-Message left by Vendor
Phone attempt 05 - AMD Detected - Left Message				
04/19/2023 13:04:53	04/19/2023		Mary Wagner	Change Dunning Lock
Dunning Lock Reason: Billing Dispute New Start Date: 04/19/2023   New End Date: 05/09/2023 Created By: Mary L Wagner				
04/19/2023 13:03:02	04/19/2023		Mary Wagner	Dispute Tracking Closed
Dispute 2023041214484557379 has been closed Companys Position: 04/19/2023-working disputes-obtained mtr read. on 04/13/2023- mtr advanced -closing dispute -sent ur-mwag				
04/19/2023 12:58:16	04/19/2023		Mary Wagner	Balance Statement Prepared
04/19/2023 12:55:29	04/19/2023		Mary Wagner	PA Utility Report Created
<p>I am writing in reference to your call to us on 04/12/2023. You were calling in regard to your bill for \$641.69 from 03/07/2023 to 04/05/2023.</p> <p>Based upon an investigation, FirstEnergy's position is the bill is correct as rendered. The investigation included reviewing your usage and billing history. On 04/13/2023 FirstEnergy obtained a company read of 146955 indicating your meter advanced.</p> <p>Service will not be terminated pending completion of the dispute process, including both formal and informal complaints, so long as there is compliance with all requirements of the commission.</p> <p>The balance on your account is \$2,083.91, due by 05/10/2023. A statement of your account is enclosed. If payment arrangements are needed, or to complete a billing analysis, please contact us at 1-800-545-7741.</p>				
04/13/2023 03:30:10	04/13/2023		CS General Purpose Batch	DSPTRIGHTS Letter
04/12/2023 14:48:46	04/12/2023		Anthony Frase	Dispute Tracking Open
<p>Dispute 2023041214484557379 has been created for BP                      Caller: BARBARA A PEZZUTO (Business Partner)                      Nature of Inquiry:                      Bill for \$641.69 from 03/07/2023 to 04/05/2023 Act                      Actual Read Concern                      Read Validation:                      Alternatives/Solutions:                      Educate customer: Decline                      Notification required for further investigation                      Notifications:                      MW - Check Read Required (Bill Certified)</p>				

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Company Position:                      Agreed to start an investigation</p> <p>Summary:                      Satisfied Not Applicable: Reason - Send DSPRTS                      Script read/details provided to customer                      Connections Vendor - Customer not available</p> <p>Analysis Performed:                      CBA Declined</p> <p>Additional Comments:                      sw BARBARA A PEZZUTO was requesting us to check the meter,                      she was very aggravated from the start of the call. she                      ended up just hanging up and saying she would call back                      later. could not ask satisfaction.                      Bills will be mailed to: current mailing address</p>				
04/12/2023 14:48:46	04/12/2023		Anthony Frase	Bill Inquiry
<p>Caller: BARBARA A PEZZUTO (Business Partner)</p> <p>Nature of Inquiry:                      Bill for \$641.69 from 03/07/2023 to 04/05/2023 Act                      Actual Read Concern</p> <p>Read Validation:</p> <p>Alternatives/Solutions:                      Educate customer: Decline                      Notification required for further investigation</p> <p>Notifications:                      MW - Check Read Required (Bill Certified)</p> <p>Company Position:                      Agreed to start an investigation</p> <p>Summary:                      Satisfied Not Applicable: Reason - Send DSPRTS                      Script read/details provided to customer                      Connections Vendor - Customer not available</p> <p>Analysis Performed:                      CBA Declined</p> <p>Additional Comments:                      sw BARBARA A PEZZUTO was requesting us to check the meter,                      she was very aggravated from the start of the call. she                      ended up just hanging up and saying she would call back                      later. could not ask satisfaction.                      Bills will be mailed to: current mailing address</p>				
04/12/2023 14:26:28	04/12/2023		William Yost	General Inquiry
<p>CALLER: BARBARA A PEZZUTO vai                      inquirin about the smart mtr transfer to smart mtr                      Satisfied Not Applicable: Reason - Call Transferred</p>				
04/12/2023 13:39:44	04/12/2023		Shari Mominee	General Inquiry
<p>Satisfied Not Applicable: Reason - Send DSPRTS</p>				
04/12/2023 13:39:37	04/12/2023		Shari Mominee	Bill Inquiry
<p>Caller: BARBARA A PEZZUTO (Business Partner)</p> <p>Nature of Inquiry:</p>				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Bill for \$641.69 from 03/07/2023 to 04/05/2023 Act            Current Amount Due Issue            Read Validation:            Alternatives/Solutions:            Educate customer: Decline            Notifications:            Company Position:            Justified Amount Due            Summary:            Satisfied Not Applicable: Reason - Send DSPRTS            Script/details not applicable            Connections Vendor - Customer not available            Analysis Performed:            CBA Declined            Additional Comments:            sw BARBARA A PEZZUTO [REDACTED] vai past due claims no oven not running anything no washer doesnt binge watch tv. adv bills are in line with prev years.bp wanted meter checked adv we can do a check read, adv if bp wants a meter test done adv to exhaust other avenues 1st, only bc bills are in line with prev years I looked at.bp states daughter was living with bp and it was the daughters job to pay the bill. bill is in bps name. tried going over usage bp cant remember anything that was done the day before, broke the bill down per hour for yesterday asked the differences between the lower reads and the higher reads days bp kept stating nothing. march to april 2023 kwh used 3893, march to april 2022 kwh used 3893, march to april 2021 kwh used 4162. bps usage is inline with prev years.            to set up ip lost connection with bp released call sent letter            Bills will be mailed to: current mailing address</p>				
03/15/2023 12:59:41	03/15/2023	[REDACTED]	Valerie Hess	General Inquiry/Other
<p>This account is part of the PA &amp; MD email collection campaign of March/April 2023. Follow normal negotiation process for PA residential customers. These emails are not part of the dunning process and do not include standard dunning language. See communication from Change Agent Council for more detail.</p>				
03/07/2023 23:19:17	03/07/2023	[REDACTED]	EAILOGINWM6	Outbound Callback About Trouble Inquiry
<p>Call Result - SRC_ANS_MACHINE            Invalid or no response from Customer.</p>				
03/07/2023 22:18:37	03/07/2023	[REDACTED]	EAILOGINWM6	Lights-None
<p>ERT: 03/08/23 01:30 AM</p>				
02/07/2023 17:32:59	02/07/2023	[REDACTED]	EAILOGINWM6	Ready Pay Create
<p>No 94767575 - \$ 766.19 - 02/07/2023</p>				
01/24/2023 09:17:52	01/24/2023	[REDACTED]	Robert Gallo	General Inquiry
<p>sw Barbara pezzuto vai calling about high bill and usage</p>				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>over the billing period including the outage. checked usage and adv starting EPP to keep highest usage bills, provided budget at 447.00 stated will think about budget, provided contact info for DEF.</p> <p>Customer was satisfied.</p>				
01/04/2023 19:42:48	01/04/2023		EAILOGINWM6	Ready Pay Create
No 93939567 - \$ 462.33 - 01/04/2023				
12/25/2022 21:13:46	12/25/2022		EAILOGINWM6	Outbound Callback About Trouble Inquiry
<p>Call Result - SRC_ANS_MACHINE</p> <p>Invalid or no response from Customer.</p>				
12/25/2022 19:14:37	12/25/2022		Kymerlynnne Jefferson	BP Callback About Trouble Call
<p>Reported By: BARBARA A PEZZUTO</p> <p>Work Type: NLNL</p> <p>Storm Mode: Storm Mode</p> <p>ERT Type: GLB</p> <p>ERT Time Quoted: 12/26/22 11:00 PM</p> <p>Script Read: Yes</p> <p>Satisfied Not Applicable: Reason - Send DSPRTS</p> <p>s/w BARBARA A PEZZUTO</p> <p>Created By: Kymerlynnne Jefferson</p>				
12/25/2022 17:11:14	12/25/2022		Derek Sheehan	Supervisor Call
<p>supervisor callback</p> <p>BARBARA A PEZZUTO advised ert of 12/26 at 11:30pm..dsheehan</p> <p>Customer was satisfied.</p>				
12/25/2022 16:48:34	12/25/2022		Tiffany Bailey	BP Callback About Trouble Call
<p>Reported By: BARBARA A PEZZUTO</p> <p>Work Type: NLNL</p> <p>Storm Mode: Storm Mode</p> <p>ERT Type: GLB</p> <p>ERT Time Quoted: 12/26/22 11:00 PM</p> <p>Script Read: Yes</p> <p>Customer was satisfied.</p> <p>Created By: Tiffany A Bailey</p>				
<p>customer upset about ETA bc they are elderly, pipes have burst. she stated they are going to sue, req sup.</p>				
12/25/2022 10:46:45	12/25/2022		EAILOGINWM6	Additional Customer Call
<p>Played POWERONDESC: 06 The interruption in service was due to inclement weather ERT: 12/26/22 11:00 PM</p>				
12/24/2022 13:25:34	12/24/2022		EAILOGINWM6	Additional Customer Call
<p>Played POWERONDESC: 06 The interruption in service was due to inclement weather ERT: 12/26/22 11:00 PM</p>				
12/24/2022 08:52:43	12/24/2022		Melissa Tallman	Update Comments to Power On
<p>Reported By: BARBARA A PEZZUTO</p> <p>Work Type: NLNL</p> <p>Storm Mode: Storm Mode</p> <p>ERT Type: GLB</p> <p>ERT Time Quoted: 12/26/22 11:00 PM</p> <p>Script Read: No</p>				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Notification Instructions: she is way back off the road and in a very rural road - she is elderly and over 80 years old Customer was satisfied. Created By: Melissa F Tallman				
12/24/2022 08:50:10	12/24/2022		EAILOGINWM6	Outbound Call - ETR Update
Call Result - SRC_ANS_MACHINE ETR - 2022-12-26 23:00:00.0 POWERONDESC:				
12/24/2022 08:29:18	12/24/2022		EAILOGINWM6	Additional Customer Call
Played POWERONDESC: 06 The interruption in service was due to inclement weather ERT: 12/26/22 11:00 PM				
12/24/2022 07:15:06	12/24/2022		EAILOGINWM6	Additional Customer Call
12/24/2022 03:32:40	12/24/2022		EAILOGINWM6	Additional Customer Call
12/23/2022 20:18:08	12/23/2022		Cynthia Galan	BP Callback About Trouble Call
Reported By: BARBARA A PEZZUTO Work Type: NLNL Storm Mode: Storm Mode ERT Type: OFF ERT Time Quoted: N/A Script Read: Yes Satisfied Not Applicable: Reason - Send DSPRTS BARBARA A PEZZUTO Created By: Cyntia E Galan				
12/23/2022 20:07:39	12/23/2022		EAILOGINWM6	Additional Customer Call
12/23/2022 18:06:00	12/23/2022		EAILOGINWM6	Additional Customer Call
12/23/2022 15:02:55	12/23/2022		Beth Witt	BP Callback About Trouble Call
Reported By: BARBARA A PEZZUTO Work Type: NLNL Storm Mode: Storm Mode ERT Type: OFF ERT Time Quoted: N/A Script Read: Yes Satisfied Not Applicable: Reason - Send DSPRTS hung up before PA SAT Created By: Beth A Witt				
12/23/2022 14:55:16	12/23/2022		EAILOGINWM6	Lights-None
11/30/2022 17:06:37	11/30/2022		Russell Riggs-Marshek	On - Pole Damaged
Reported By: BARBARA A PEZZUTO Reported By Phone: (215)421-7249 Storm Mode: Storm Mode ERT Type: OFF ERT Time Quoted: N/A Script Read: Yes Notification Instructions: pole leaning in right of way Customer was satisfied. Created By: Russell A Riggs-Marshek				
11/03/2022 19:20:07	11/03/2022		INTV IVR	Account Balance Inquiry
11/03/2022 19:20:07	11/03/2022		INTV IVR	IVR eBill Offer - Decline

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Customer declined eBill enrollment.				
11/03/2022 19:19:05	11/03/2022		EAILOGINWM6	Ready Pay Create
No 92431787 - \$ 377.82 - 11/03/2022				
10/22/2022 02:31:10	10/22/2022		CS General Purpose Batch	Security Deposit Released/Refund
Amt of Sec Dep released on 10/22/2022 by Deposit Release Program: \$746.00				
10/19/2022 16:15:06	10/19/2022		Sarah Jones	Provide Program Information
OUTBOUND EMAIL CAMPAIGN TO ADVISE OF PCAP AND ERAP				
10/16/2022 14:34:57	10/16/2022		EAILOGINWM6	Ready Pay Create
No 91953205 - \$ 216.60 - 10/16/2022				
09/26/2022 10:16:55	09/26/2022		EAILOGINWM6	Outbound Callback About Trouble Inquiry
Call Result - SRC_ANS_MACHINE Invalid or no response from Customer.				
09/26/2022 07:49:06	09/26/2022		EAILOGINWM6	Additional Customer Call
Played POWERONDESC: 09 We are aware of your outage and we are investigating the cause ERT: 09/26/22 08:30 AM				
09/26/2022 06:54:27	09/26/2022		Tammy Wright	BP Callback About Trouble Call
<p>Reported By: BARBARA A PEZZUTO                      Work Type: NLNL                      Storm Mode: Non-Storm Mode                      ERT Type: SYS                      ERT Time Quoted: 09/26/22 08:30 AM                      Script Read: Yes                      Customer was not satisfied. Rights provided to customer.                      power out yesterday and again today, only 2 residents without power, no water. Cust works from home and had to miss Friday due to the outage.                      Created By: Tammy K Wright</p>				
09/26/2022 06:05:10	09/26/2022		EAILOGINWM6	Additional Customer Call
Played POWERONDESC: 09 We are aware of your outage and we are investigating the cause ERT: 09/26/22 06:30 AM				
09/26/2022 01:26:40	09/26/2022		Shellie Doll	Lights-None
<p>Reported By: BARBARA A PEZZUTO                      Reported By Phone: (215)421-7249                      Storm Mode: Non-Storm Mode                      ERT Type: SYS                      Restoration callback requested: (215)421-7249                      ERT Time Quoted: 09/26/22 04:30 AM                      Script Read: Yes                      Notification Instructions:                      Customer was not satisfied. Rights provided to customer.                      Created By: Shellie A Doll</p>				
09/23/2022 17:59:17	09/23/2022		EAILOGINWM6	Outbound Callback About Trouble Inquiry
Call Result - SRC_ANS_MACHINE Invalid or no response from Customer.				
09/23/2022 17:17:27	09/23/2022		EAILOGINWM6	Additional Customer Call
Played POWERONDESC: 09 We are aware of your outage and we are investigating the cause ERT: 09/23/22 07:00 PM				
09/23/2022 16:40:23	09/23/2022		Julia Shaffer	General Inquiry
sw Barbara Pezzuto-adv eta appx 1 hr Customer was satisfied.				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
09/23/2022 16:40:12	09/23/2022		Julia Shaffer	Lights-None
<p>Reported By: BARBARA A PEZZUTO                      Reported By Phone: (215)421-7249                      Storm Mode: Non-Storm Mode                      ERT Type: SYS                      Restoration callback requested: (215)421-7249                      ERT Time Quoted: 09/23/22 07:00 PM                      Script Read: Manual Work                      Notification Instructions:                      Please ensure power on here, I was on the line with customer when ticket closed and we had not yet even arrived.                      Customer was satisfied.                      Created By: Julia Shaffer</p>				
09/23/2022 16:31:30	09/23/2022		EAILOGINWM6	Outbound Callback About Trouble Inquiry
<p>Call Result - SRC_ANS_MACHINE                      Invalid or no response from Customer.</p>				
09/23/2022 16:27:39	09/23/2022		Christopher Brown	Supervisor Call
<p>*** KC ESCALATED CALL *****                      s/w: Barbara Pezzuto pole damage from storm that took wire down ticket still open and actv. there are STILL customers affected some neighbours may be out others may be on. spoke with Brian at DCC there is actually a 2nd outage in the area affecting customers crew is in route and will be on site within 1 hour. call was lost                      Satisfied Not Applicable: Reason - Manual work</p>				
09/23/2022 16:27:27	09/23/2022		Christopher Brown	BP Callback About Trouble Call
<p>Reported By: BARBARA A PEZZUTO                      Work Type: NLNL                      Storm Mode: Non-Storm Mode                      ERT Type: SYS                      ERT Time Quoted: 09/23/22 06:00 PM                      Script Read: Manual Work                      Satisfied Not Applicable: Reason - Manual work                      s/w: Barbara Pezzuto pole damage from storm that took wire down ticket still open and actv. there are 13 customers affected some neighbours may be out others may be on. spoke with Brian at DCC there is actually a 2nd outage in the area affecting customers crew is in route and will be =on site within 1 hour. call was lost                      Created By: Christopher M Brown</p>				
09/23/2022 16:12:39	09/23/2022		Thomas P Manney	General Inquiry
<p>Customer was not satisfied. Rights provided to customer.</p>				
09/23/2022 16:05:10	09/23/2022		Thomas P Manney	BP Callback About Trouble Call
<p>Reported By: BARBARA A PEZZUTO                      Work Type: NLNL                      Storm Mode: Non-Storm Mode                      ERT Type: SYS                      ERT Time Quoted: 09/23/22 06:00 PM                      Script Read: Yes                      Customer was satisfied.                      Created By: Thomas P Manney</p>				
09/23/2022 14:39:00	09/23/2022		Ediana Remy	BP Callback About Trouble Call

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Reported By: BARBARA A PEZZUTO Work Type: NLNL Storm Mode: Non-Storm Mode ERT Type: SYS ERT Time Quoted: 09/23/22 04:00 PM Script Read: Yes Satisfied Not Applicable: Reason - Don't send DSPRTS S/W BARBARA A PEZZUTO / ██████████ VAI ADV EST ERT 4:00PM Created By: Ediana Remy				
09/23/2022 14:19:16	09/23/2022	██████████	EAILOGINWM6	Additional Customer Call
Played POWERONDESC: 09 We are aware of your outage and we are investigating the cause ERT: 09/23/22 04:00 PM				
09/23/2022 14:12:40	09/23/2022	██████████	INTV IVR	Account Balance Inquiry
09/23/2022 14:12:40	09/23/2022	██████████	INTV IVR	IVR eBill Offer - Decline
Customer declined eBill enrollment.				
09/23/2022 14:09:21	09/23/2022	██████████	EAILOGINWM6	Additional Customer Call
Played POWERONDESC: 09 We are aware of your outage and we are investigating the cause ERT: 09/23/22 04:00 PM				
09/23/2022 12:29:37	09/23/2022	██████████	EAILOGINWM6	Additional Customer Call
Played POWERONDESC: 09 We are aware of your outage and we are investigating the cause ERT: 09/23/22 02:00 PM				
09/23/2022 10:38:32	09/23/2022	██████████	EAILOGINWM6	Outbound Call - ETR Update
Call Result - SRC_ANS_MACHINE ETR - 2022-09-23 12:00:00.0 POWERONDESC:				
09/23/2022 09:26:06	09/23/2022	██████████	EAILOGINWM6	Lights-None
Played POWERONDESC: 09 We are aware of your outage and we are investigating the cause ERT: 09/23/22 12:00 PM				
08/22/2022 21:39:44	08/22/2022	██████████	EAILOGINWM7	Tree Trimming-Request
Tree Work Web Request submitted by email address BPEZZUTO@COMCAST.NET Created FORI Notification 000352188983 on account ██████████				
08/16/2022 21:44:25	08/16/2022	██████████	EAILOGINWM6	Ready Pay Create
No 90391533 - \$ 421.61 - 08/16/2022				
07/31/2022 17:05:12	07/31/2022	██████████	EAILOGINWM6	Outbound Callback About Trouble Inquiry
Call Result - SRC_FAULT_DIAL				
07/31/2022 16:04:35	07/31/2022	██████████	EAILOGINWM6	Lights-None
ERT: 07/31/22 07:00 PM				
06/15/2022 17:11:55	06/15/2022	██████████	EAILOGINWM6	Ready Pay Create
No 88829485 - \$ 653.6 - 06/15/2022				
05/08/2022 16:44:35	05/08/2022	██████████	EAILOGINWM6	Ready Pay Create
No 87873550 - \$ 473.51 - 05/08/2022				
04/07/2022 15:39:12	04/07/2022	██████████	EAILOGINWM6	Ready Pay Create
No 87102717 - \$ 606.20 - 04/07/2022				
03/16/2022 10:48:32	03/16/2022	██████████	Marilyn Cottrill	PUC/BPU Complaint-Written
PUC CASE 3819334 RECEIVED 01/28/22 OUTAGES. PUC CASE 3819334 CLOSED 03/11/22. CASE CLOSED Satisfied Not Applicable: Reason - Manual work				
03/13/2022 06:16:36	03/13/2022	██████████	EAILOGINWM6	Outbound Callback About Trouble Inquiry
Call Result - SRC_ANS_MACHINE				

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Invalid or no response from Customer.				
03/12/2022 18:21:04	03/12/2022		Derek Sheehan	Supervisor Call
supervisor call s.w BARBARA A PEZZUTO advised no ert given. Advised outage was caused by tree that fell dsheehan Satisfied Not Applicable: Reason - Other - hung up no rights sent knew puc number				
03/12/2022 16:57:26	03/12/2022		EAILOGINWM6	Additional Customer Call
Played outage message:DISTRICTBOYERTOWN				
03/12/2022 16:01:15	03/12/2022		EAILOGINWM6	Lights-None
Played outage message:DISTRICTBOYERTOWN				
03/09/2022 11:54:41	03/09/2022		EAILOGINWM6	Ready Pay Create
No 86361587 - \$ 644.71 - 03/09/2022				
02/01/2022 08:58:05	02/01/2022		EAILOGINWM6	Ready Pay Create
No 85400161 - \$ 549.42 - 02/01/2022				
01/31/2022 23:15:40	01/31/2022		ZEDBTCH	Dispute Tracking Closed
Dispute has been closed				
01/18/2022 12:54:12	01/18/2022		Lisa Panchari	Claim-Company
sent denial letter. Trees Off Row - Tree down resulted in damage to equipment and outage. Satisfied Not Applicable: Reason - Manual work				
01/14/2022 14:29:10	01/14/2022		EAILOGINWM6	Outbound Callback About Trouble Inquiry
Call Result - SRC_ANS_MACHINE Invalid or no response from Customer.				
01/14/2022 13:57:30	01/14/2022		Briana N Suntken	General Inquiry
Customer was satisfied.				
01/14/2022 13:52:17	01/14/2022		Briana N Suntken	Claim-Customer
01/14/2022 13:38:49	01/14/2022		Briana N Suntken	Contact Customer-Reliability
01/14/2022 13:28:14	01/14/2022		EAILOGINWM6	Lights-None
ERT: 01/14/22 04:00 PM				
12/07/2021 14:28:42	12/07/2021		EAILOGINWM6	Outbound Callback About Trouble Inquiry
Call Result - SRC_ANS_MACHINE Invalid or no response from Customer.				
12/06/2021 20:42:53	12/06/2021		EAILOGINWM6	Additional Customer Call
Played POWERONDESC: 03 The interruption in service was cause d by tree related damage ERT: 12/07/21 10:00 PM				
12/06/2021 20:40:04	12/06/2021		EAILOGINWM6	Additional Customer Call
Played POWERONDESC: 03 The interruption in service was cause d by tree related damage ERT: 12/07/21 10:00 PM				
12/06/2021 19:19:16	12/06/2021		EAILOGINWM6	Lights-None
ERT: 12/06/21 10:30 PM				
11/25/2021 15:44:48	11/25/2021		EAILOGINWM6	Ready Pay Create
No 83803249 - \$ 513.33 - 11/25/2021				
10/16/2021 14:33:48	10/16/2021		EAILOGINWM6	Outbound Callback About Trouble Inquiry
Call Result - SRC_ANS_LIVE Invalid or no response from Customer.				
10/16/2021 13:14:39	10/16/2021		EAILOGINWM6	Lights-None
Played POWERONDESC: 09 We are aware of your outage and we ar e investigating the cause ERT: 10/16/21 04:00 PM				
10/04/2021 08:52:13	10/04/2021		EAILOGINWM6	Outbound Callback About Trouble Inquiry

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Call Result - SRC_ANS_MACHINE Invalid or no response from Customer.				
10/04/2021 06:46:55	10/04/2021		EAILOGINWM6	Lights-None
ERT: 10/04/21 10:00 AM				
09/27/2021 18:40:14	09/27/2021		EAILOGINWM6	Ready Pay Create
No 82350818 - \$ 376.1 - 09/27/2021				
09/02/2021 09:48:23	09/02/2021		EAILOGINWM6	Outbound Callback About Trouble Inquiry
Call Result - SRC_ANS_MACHINE Invalid or no response from Customer.				
09/02/2021 08:44:04	09/02/2021		EAILOGINWM6	Additional Customer Call
Played outage message:DISTRICTBOYERTOWN				
09/01/2021 20:29:27	09/01/2021		EAILOGINWM6	Lights-None
Played outage message:DISTRICTBOYERTOWN				
07/28/2021 15:59:11	07/28/2021		EAILOGINWM6	Ready Pay Create
No 80847060 - \$ 469.47 - 07/28/2021				
06/25/2021 18:02:35	06/25/2021		EAILOGINWM6	Ready Pay Create
No 80046660 - \$ 306.23 - 06/25/2021				
05/26/2021 19:41:58	05/26/2021		EAILOGINWM6	Additional Customer Call
Played outage message:DISTRICTBOYERTOWN				
05/26/2021 18:58:48	05/26/2021		EAILOGINWM6	Lights-None
ERT: 05/26/21 08:30 PM				
05/26/2021 18:27:02	05/26/2021		Ricardo Maddox II	911 Call
<p>Contact Name/ID: 717            Agency Reporting Incident: MONTGOMERY CNTY            Agency Phone Number: (610)659-8770            Poles/wires preventing rescue or fire suppression: No            Person injured or in threat of injury: No            SF en route or on site: Yes            No lights in area: No/Unknown            Partial outage in area: No/Unknown            Wires/poles on ground: No/Unknown            Road closure: No/Unknown            Storm Mode: Non-Storm Mode            Script Read: Yes            Situation/Description: Tree branch on wire, was on fire, not any longer</p> <p>Location Details: Pole # 62297-37123            726 HENNING RD, PERKIOMENVILLE PA 18074</p>				
05/24/2021 18:07:34	05/24/2021		EAILOGINWM6	Ready Pay Create
No 79252792 - \$ 451.61 - 05/24/2021				
04/08/2021 14:05:56	04/08/2021		EAILOGINWM6	Ready Pay Create
No 78131014 - \$ 528.48 - 04/08/2021				
03/24/2021 10:38:42	03/24/2021		Kimberly Waggamon	Bill Inquiry
<p>Caller: BARBARA A PEZZUTO (Business Partner)            Nature of Inquiry:            Bill for \$530.26 from 02/04/2021 to 03/04/2021 Act            Actual Read Concern            Read Validation:            Alternatives/Solutions:</p>				

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Educate customer: Decline</p> <p>Notifications:</p> <p>Company Position:</p> <p>Something else - calling about the price to compare and distribution charges</p> <p>Summary:</p> <p>Customer was satisfied.</p> <p>AllConnect - Customer not available</p> <p>Analysis Performed:</p> <p>CBA Declined</p> <p>Additional Comments:</p> <p>Bills will be mailed to: current mailing address</p>				
03/24/2021 10:29:32	03/24/2021		INTV IVR	Account Balance Inquiry
03/23/2021 19:21:19	03/23/2021		EAILOGINWM6	Ready Pay Create
No 77736572 - \$ 567.04 - 03/23/2021				
02/21/2021 19:08:55	02/21/2021		EAILOGINWM6	Ready Pay Create
No 76939049 - \$ 650.51 - 02/21/2021				
02/01/2021 13:20:11	02/01/2021		Kelsey M Brandstatter	Dispute Tracking Closed
<p>Dispute 2021012213190643507 has been closed</p> <p>Nature of Inquiry: 02/01/2021 - WORKING DISPUTES - ISSUED WRITTEN. CLOSING DISPUTE. KBRANDSTATTER</p>				
02/01/2021 13:18:04	02/01/2021		Kelsey M Brandstatter	Change Dunning Lock
<p>Dunning Lock Reason: Billing Dispute</p> <p>New Start Date: 02/01/2021   New End Date: 02/24/2021</p> <p>Created By: Kelsey M Brandstatter</p>				
02/01/2021 13:16:56	02/01/2021		Kelsey M Brandstatter	Balance Statement Prepared
02/01/2021 13:16:34	02/01/2021		Kelsey M Brandstatter	PA Utility Report Created
<p>I am writing in reference to your call to us on 01/22/2021.</p> <p>You were calling in regard to your bill for \$653.35 from 12/04/2020 to 01/05/2021.</p> <p>Based upon an investigation, FirstEnergy's position is the bill is correct as rendered. On 01/28/2021 FirstEnergy obtained a company read of 61682 indicating your meter advanced. The investigation included reviewing your usage and billing history and completing a customer billing analysis.</p> <p>Service will not be terminated pending completion of the dispute process, including both formal and informal complaints, so long as there is compliance with all requirements of the commission.</p> <p>The balance on your account is \$650.51 of which \$650.51, is due by 02/24/2021. A statement of your account is enclosed.</p> <p>If payment arrangements are needed, or we can be of any further assistance, please contact us at 1-800-545-7741.</p>				
01/22/2021 23:31:52	01/22/2021		ZEDBTCH	Dispute Tracking Closed
Dispute has been closed				
01/22/2021 14:42:43	01/22/2021		Christopher Brown	Personal Data Changed

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Old BP Phone:(215)531-4095 New BP Phone:(215)421-7249 Created By: Christopher M Brown				
01/22/2021 13:19:08	01/22/2021		Theresa Ludy	Dispute Tracking Open
Dispute 2021012213190643507 has been created for BP Caller: BARBARA A PEZZUTO (Business Partner) Nature of Inquiry: Bill for \$653.35 from 12/04/2020 to 01/05/2021 Act Actual Read Concern Read Validation: Alternatives/Solutions: Educate customer: Accept Brochures sent via email. Notification required for further investigation Something else - bill too high Notifications: MW - Check Read Required (Bill Certified) Company Position: Agreed to start an investigation Something else - high bill Summary: Customer was not satisfied. Rights provided to customer. Script read/details provided to customer AllConnect - Transfer declined Analysis Performed: Customer Billing Analysis Additional Comments: sw barbara pezuto ver c/a yellign about billtoo high she is insiting meter is broke adv of new smart meter. she doesnr care shewan ts meter checked did cba. she is aerguing about every question on the cba. Bills will be mailed to: current mailing address				
01/22/2021 13:19:07	01/22/2021		Theresa Ludy	Bill Inquiry
Caller: BARBARA A PEZZUTO (Business Partner) Nature of Inquiry: Bill for \$653.35 from 12/04/2020 to 01/05/2021 Act Actual Read Concern Read Validation: Alternatives/Solutions: Educate customer: Accept Brochures sent via email. Notification required for further investigation Something else - bill too high Notifications: MW - Check Read Required (Bill Certified) Company Position: Agreed to start an investigation Something else - high bill				

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>Summary:</p> <p>Customer was not satisfied. Rights provided to customer.</p> <p>Script read/details provided to customer</p> <p>AllConnect - Transfer declined</p> <p>Analysis Performed:</p> <p>Customer Billing Analysis</p> <p>Additional Comments:</p> <p>sw barbara pezuto ver c/a yellign about billtoo</p> <p>high she is insiting meter is broke adv of new smart meter. she doesn't care shewan ts meter checked did cba.</p> <p>she is aerguing about every question on the cba.</p> <p>Bills will be mailed to: current mailing address</p>				
01/22/2021 12:57:06	01/22/2021		INTV IVR	Account Balance Inquiry
01/11/2021 15:54:05	01/11/2021		Lisa Panchari	Claim-Company
<p>Sent Denied Letter. Trees off Row caused damage to fuse link resulting in outage.</p> <p>Satisfied Not Applicable: Reason - Manual work</p>				
01/07/2021 16:58:34	01/07/2021		INTV IVR	Account Balance Inquiry
01/07/2021 11:31:14	01/07/2021		C67694	General Inquiry
<p>Customer was satisfied.</p>				
01/07/2021 11:30:32	01/07/2021		C67694	Contact Customer-Reliability
01/07/2021 11:24:34	01/07/2021		C67694	Claim-Customer
01/07/2021 11:11:34	01/07/2021		INTV IVR	Account Balance Inquiry
01/07/2021 10:45:02	01/07/2021		INTV IVR	Account Balance Inquiry
12/25/2020 17:26:38	12/25/2020		Rebekah Chapman	Supervisor Call
<p>Attempted supv call back, no response, left voicemail.</p> <p>Satisfied Not Applicable: Reason - Manual work</p>				
12/25/2020 17:06:52	12/25/2020		EAILOGINWM6	Outbound Callback About Trouble Inquiry
<p>Call Result - SRC_ANS_LIVE</p> <p>Invalid or no response from Customer.</p>				
12/25/2020 16:42:34	12/25/2020		EAILOGINWM6	Additional Customer Call
<p>Played POWERONDESC: 06 The interruption in service was due to inclement weather ERT: 12/26/20 08:00 PM</p>				
12/25/2020 16:40:24	12/25/2020		EAILOGINWM6	Additional Customer Call
<p>Played POWERONDESC: 06 The interruption in service was due to inclement weather ERT: 12/26/20 08:00 PM</p>				
12/25/2020 16:00:54	12/25/2020		Desiree Esnil	BP Callback About Trouble Call
<p>Reported By: BARBARA A PEZZUTO</p> <p>Work Type: NLNL</p> <p>Storm Mode: Storm Mode</p> <p>ERT Type: GLB</p> <p>ERT Time Quoted: 12/26/20 08:00 PM</p> <p>Script Read: Yes</p> <p>Customer was not satisfied. Rights provided to customer.</p> <p>Created By: Desiree A Esnil</p> <p>REQUESTED SUP, LEFT VOICEMAIL FOR DEB ADIE TO CALL CUSTOMER</p> <p>BACK</p>				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
12/25/2020 13:55:00	12/25/2020		EAILOGINWM6	Additional Customer Call
Played outage message:DISTRICTBOYERTOWN				
12/25/2020 13:00:13	12/25/2020		EAILOGINWM6	Additional Customer Call
Played outage message:DISTRICTBOYERTOWN				
12/25/2020 11:43:26	12/25/2020		EAILOGINWM6	Additional Customer Call
Played outage message:DISTRICTBOYERTOWN				
12/25/2020 10:09:04	12/25/2020		EAILOGINWM6	Additional Customer Call
Played outage message:DISTRICTBOYERTOWN				
12/25/2020 09:17:20	12/25/2020		EAILOGINWM6	Additional Customer Call
Played outage message:DISTRICTBOYERTOWN				
12/25/2020 05:59:03	12/25/2020		EAILOGINWM6	Additional Customer Call
ERT: 12/25/20 07:30 AM				
12/25/2020 02:13:26	12/25/2020		EAILOGINWM6	Lights-None
ERT: 12/25/20 05:00 AM				
12/21/2020 15:57:35	12/21/2020		INTV IVR	Account Balance Inquiry
12/04/2020 15:31:14	12/04/2020		EAILOGINWM6	Ready Pay Create
No 75040608 - \$ 352.57 - 12/04/2020				
11/10/2020 16:59:26	11/10/2020		Tara Green	Financial Summary Review
REMOVED Q LOCK AND OUTDATED F/S INFO AS PART OF REVENUE OPERATIONS REVIEW. MAKE EVERY EFFORT TO OBTAIN A NEW F/S.				
10/17/2020 14:27:10	10/17/2020		Tara Green	Moratorium Protected Account
PA PROTECTED CUSTOMER				
10/15/2020 16:57:05	10/15/2020		EAILOGINWM6	Ready Pay Create
No 73856050 - \$ 424.78 - 10/15/2020				



Assigned To

Assigned Specialist

Austin, Latasha N

Customer Information

Case Number

3932674

Account Number

[REDACTED]

First Name

BARBARA

Last Name

PEZZUTO

Service Address

Address1

726 HENNING RD

Address2

Service City

PERKIOMENVILLE

Service State

PA

Service Zip

18074-0

Service Class

Work Phone

Home Phone

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

0

Children

0

Age

Adults

0

General

PUC Date Opened

8/9/2023

PUC Date Prepared

8/9/2023

Received Date

8/9/2023

PUC Date Closed

12/1/2023

Case Information

Prior Case Number

3819334

Term Date

8/7/2023

Arrearage

0

Case Origin

TELEPHONE

Universal Service

No

Income

Source

Business Name

SM

Reason For Contact

SERVICE (CO. FACILITIES) (# 48)

Case Problem

OFF-48-WEATHER RELATED ISSUE- CUSTOMER IS DISPUTING BEING WITHOUT THE ELECTRIC SERVICE SINCE AUGUST 7, 2023. CUSTOMER STATED THE OUTAGE SITUATION OCCURRED DUE TO ELECTRIC WIRES BEING DOWN AROUND THE ELECTRIC POLE. CUSTOMER HAS NOT GIVEN ANY CLEAR SOLUTION WITH MET ED TO FIXING THE WEATHER-RELATED ISSUE. CUSTOMER STATED THE TECHNICIANS COME OUT TO LOOK TO ELECTRIC POLE AND WIRES MET ED CANNOT FIX THE ISSUE. CUSTOMER WOULD LIKE THE ELECTRIC POLE AND ELECTRIC WIRING TO BE FIXED TO OBTAIN ELECTRIC SERVICE WITH MET ED. THE CELL PHONE NUMBER (215) 421 - 7249 HAS BEEN ALLOWED TO BE SHARED.

Company Position

08/09/2023 MET ED COULD NOT FIX THE ISSUE WITH THE ELECTRIC WIRES AND ELECTRIC POLE ISSUE.

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	
STEFANIA	MICOLUCCI	
Status		

Status

Closed

History

Click To Expand ▼

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Is Archived

Customer Information

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Case Number

3932674

Customer First Name

BARBARA

Customer Last Name

PEZZUTO

Account Number

[REDACTED]

---

Service Address

---

Address 1

726 HENNING RD

Address 2

City

PERKIOMENVILLE

Service State

PA

Zip

18074

Home Phone

Work Phone

---

Mailing Address

---

Address 1

Address 2

City

State

Zip

---

Family

---

Adults

0

Family Size

0

Children

0

Age

---

General

---

PUC Date Opened

8/9/2023

PUC Sent Date

12/1/2023

PUC Date Closed

12/1/2023

Case Type

Pa-Informal

Assigned To

---

Assigned Specialist

Austin, Latasha N

Case Information

---

PUC Violation

NO

PUC Chapter

Section Rule

---

Balance Date

8/30/2023

Head Date

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
516.60	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: EXPLAINED CO REPORT TO CUSTOMER- CUSTOMER STATES NOT SATISFIED WITH CO REPORT-WANTS LINE MOVED AWAY FROM TREES. GAVE FORMAL COMPLAINT INFORMATION

Has Decision Issue

Response Time

Other Information

Investigator First Name

JOHN

Investigator Last Name

LANGAN

Investigator Area Code

717

Investigator Phone

Investigator Fax Area Code

Investigator Fax

Intaker First Name

STEFANIA

Intaker Last Name

MICOLUCCI

Status

Is SAP Completed



SAP Completion Date

12/7/2023

History

Click To Expand ▼

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Installation of Pole

Barbara Pezzuto  
726 Henning Road  
Perkiomenville, PA 18074  
Account No. [REDACTED]

Site No	62324-37084 <input type="checkbox"/> A <input type="checkbox"/> S
Field No	DL-568
Foreign Company Pole No	
Height	40
Pole Class	Unknown
Material	Wood
Joint Use Count	0
Joint	No
Owner	FEC
Photo Count	0
Right Of Way Count	0
Location	UNKNOWN ADDRESS
Notes	
Install Date	1937-01-15
Replaced Install Date	
Date Reinforced	
Line Extension Indicator	No
Depth	6



Barbara Pezzuto  
Complainant Sustained outage history  
Account # [REDACTED]  
726 Henning Rd, Perkiomenville PA, 18074

BARBARA A PEZZUTO  
Sustained Outage History (1/01/2022 to 2/10/2025)\*\*

Start Date	Duration (minutes)	Weather	Cause	Event
1/08/25	96	Fair Sunny	Trees Off Row	1541856
7/16/24	271	Rain Lightning	Trees Off Row	1219185
6/6/24	12	Fair Sunny	Unknown	1103938
4/3/24	520	Rain High Winds	Trees Off Row	997075
2/13/24	661	Snow Ice	Trees Off Row	898849
8/13/23	2287	Rain Lightning	Trees Off Row	602822
8/7/23	2855	Unknown	Unknown	589938
7/11/23	69	Fair Sunny	Trees Off Row	517384
3/7/23	61	High Winds	Equipment Failure	312499
12/23/22	3076	Unknown	Unknown	201179
9/26/22	524	Rain Lightning	Unknown	60116
9/23/22	61	Fair Sunny	Trees Off Row	57745
8/14/22	91	Fair Sunny	Animal	12133245-1
7/31/22	59	Fair Sunny	Unknown	12111311-1
3/12/22	828	Snow Ice with High Winds	Tree Off Row	11955227-4

\*\* based on my interpretation of the 706-1, Barto sustained outage data



Barbara Pezzuto  
 Neighbors Sustained outage history  
 Account # [REDACTED]  
 726 Henning Rd, Perkiomenville PA, 18074

RUSSELL A WENNER (719)

**Sustained Outage History (1/01/2022 to 2/10/2025)\*\***

Start Date	Duration (minutes)	Weather	Cause	Event
1/08/25	96	Fair Sunny	Trees Off Row	1541856
7/16/24	271	Rain Lightning	Trees Off Row	1219185
6/6/24	12	Fair Sunny	Unknown	1103938
4/3/24	520	Rain High Winds	Trees Off Row	997075
2/13/24	661	Snow Ice	Trees Off Row	898849
7/11/23	69	Fair Sunny	Trees Off Row	517384
3/7/23	61	High Winds	Equipment Failure	312499
12/23/22	3076	Unknown	Unknown	201179
9/26/22	524	Rain Lightning	Unknown	60116
9/23/22	61	Fair Sunny	Trees Off Row	57745
8/14/22	91	Fair Sunny	Animal	12133245-1
7/31/22	59	Fair Sunny	Unknown	12111311-1
3/12/22	828	Snow Ice with High Winds	Tree Off Row	11955227-4

\*\* based on my interpretation of the 706-1, Barto sustained outage data

JOHN P COYNE (720)

**Sustained Outage History (1/01/2022 to 2/10/2025)\*\***

Start Date	Duration (minutes)	Weather	Cause	Event
1/08/25	96	Fair Sunny	Trees Off Row	1541856
7/16/24	271	Rain Lightning	Trees Off Row	1219185
6/6/24	12	Fair Sunny	Unknown	1103938
4/3/24	520	Rain High Winds	Trees Off Row	997075
2/13/24	661	Snow Ice	Trees Off Row	898849
8/13/23	2113	Rain Lightning	Trees Off Row	604557
7/11/23	69	Fair Sunny	Trees Off Row	517384
3/7/23	61	High Winds	Equipment Failure	312499
12/23/22	3076	Unknown	Unknown	201179
9/26/22	524	Rain Lightning	Unknown	60116
9/23/22	61	Fair Sunny	Trees Off Row	57745
8/14/22	91	Fair Sunny	Animal	12133245-1
7/31/22	59	Fair Sunny	Unknown	12111311-1
3/12/22	828	Snow Ice with High Winds	Tree Off Row	11955227-4

\*\* based on my interpretation of the 706-1, Barto sustained outage data

DANE ASTERITO (729)

**Sustained Outage History (1/01/2022 to 2/10/2025)\*\***

Start Date	Duration (minutes)	Weather	Cause	Event
1/08/25	96	Fair Sunny	Trees Off Row	1541856
7/16/24	271	Rain Lightning	Trees Off Row	1219185
6/6/24	12	Fair Sunny	Unknown	1103938
4/3/24	520	Rain High Winds	Trees Off Row	997075
2/13/24	661	Snow Ice	Trees Off Row	898849
7/11/23	69	Fair Sunny	Trees Off Row	517384
3/7/23	61	High Winds	Equipment Failure	312499
12/23/22	3076	Unknown	Unknown	201179
9/26/22	524	Rain Lightning	Unknown	60116
8/14/22	91	Fair Sunny	Animal	12133245-1
7/31/22	59	Fair Sunny	Unknown	12111311-1
3/12/22	828	Snow Ice with High Winds	Tree Off Row	11955227-4

\*\* based on my interpretation of the 706-1, Barto sustained outage data

MASON LONGACRE (739)

**Sustained Outage History (1/01/2022 to 6/30/2024)\*\***

Start Date	Duration (minutes)	Weather	Cause	Event
1/08/25	96	Fair Sunny	Trees Off Row	1541856
7/16/24	271	Rain Lightning	Trees Off Row	1219185
6/6/24	12	Fair Sunny	Unknown	1103938
4/3/24	520	Rain High Winds	Trees Off Row	997075
2/13/24	661	Snow Ice	Trees Off Row	898849
7/11/23	69	Fair Sunny	Trees Off Row	517384
3/7/23	61	High Winds	Equipment Failure	312499
12/23/22	3076	Unknown	Unknown	201179
9/26/22	524	Rain Lightning	Unknown	60116
8/14/22	91	Fair Sunny	Animal	12133245-1
7/31/22	59	Fair Sunny	Unknown	12111311-1
3/12/22	828	Snow Ice with High Winds	Tree Off Row	11955227-4

\*\* based on my interpretation of the 706-1, Barto sustained outage data

Note:

For 8/13/23 - Pezzuto and Coyne both had tap fuses 62289-36996 and 62265-37080 taken out by trees.

For 8/07/23 - Pezzuto 62289-36996 Fuse out, cause and weather unknown.

For 9/23/22 – Pezzuto, Wenner, Coyne Outage - Pole 62297-37123 Wire Down

Event ID	Type	Event Status	Priority	Special
11955227-4	Outage	Archived	4	



Event Details for 11955227-4				
<b>Time Off</b>	<b>Event Created</b>	<b>Assigned</b>	<b>Dispatch</b>	
03/12/2022 14:57	03/12/2022 16:33	03/12/2022 18:53	03/13/2022 00:05	
<b>En Route</b>	<b>Arrived</b>	<b>Last Restoration</b>	<b>Field Complete</b>	
03/13/2022 00:34	03/13/2022 01:39	03/13/2022 04:45	03/13/2022 07:01	
<b>Closed</b>	<b>ETR</b>	<b>Calls</b>	<b>Custs Affected</b>	
03/13/2022 07:46	03/13/2022 13:30	543	647	
<b>Crew</b>	<b>Crew Area</b>			
Turner, Michael - 154238	BOYERTOWN CA			
<b>Work Desc</b>	<b>Duration (Min)</b>	<b>Total CMI</b>		
No Lights - Wire Down Pole to Pole	828	535716		

Organization			
<b>Current Org</b>	<b>Substation</b>	<b>Disp Center</b>	
Dispatch	BARTO SUB	Boyertown District	
<b>Owner</b>	<b>Circuit</b>	<b>Disp Area</b>	
Mancias, Mark	00706-1	Reading Oper Area	

Device Info	
<b>ID</b>	Many: Switch Installation 60730-38764 ABC, Recloser Installation 60636-38819 ABC 630
<b>Type</b>	<b>Voltage</b>
Recloser	7.62/13.2 KV

Event Details		
<b>Cause</b>	<b>Cause Pole</b>	
Trees Off ROW-Tree	60717-38770	
<b>Failed Comp</b>	<b>Facility Location</b>	
	Unknown	
<b>Action Taken</b>	<b>Outage Type</b>	<b>Weather</b>
	Distribution	Snow-ice with high winds
<b>Related Events</b>	<b>Follow Ups Sent</b>	
11955227-1	SAP Followup Sent	
<b>Follow Up</b>		
-2 for crew -3 for tree crew david j opened disconnects at 60730-38764 and dcc closed 70642 at 16:47 -4 for crew.. will need to close road, replace 3 arms , 3 cut outs, 2 LA`s, 1 ridge pin. possibly 1- single bushing 25KVA = 60837-38700. neutral bushing looked to be F`d....All wire looked okay.[MDT Comments - MILLER-03/12/22 closed in 25t, heard loud crash, Niantic Problem is the feed still out TURNER-03/13/22 Replaced arms , transformer , tied wire back in , closed 600amp disconects , restored power to customers. ] Auto generate of SAP followup due to capital item		
<b>Comments</b>		
-2 for crew -3 for tree crew david j opened disconnects at 60730-38764 and dcc closed 70642 at 16:47 -4 for crew.. will need to close road, replace 3 arms , 3 cut outs, 2 LA`s, 1 ridge pin. possibly 1- single bushing 25KVA = 60837-38700. neutral bushing looked to be bad....All wire looked okay.[MDT Comments - MILLER-03/12/22 closed in 25t, heard loud crash, Niantic Problem is the feed still out TURNER-03/13/22 Replaced arms , transformer , tied wire back in , closed 600amp disconects , restored power to customers. ]		
<b>Event Instructions</b>		

Event Details for 12111311-1

<b>Time Off</b> 07/31/2022 16:02	<b>Event Created</b> 07/31/2022 16:03	<b>Assigned</b> 07/31/2022 16:05	<b>Dispatch</b> 07/31/2022 16:05
<b>En Route</b> 07/31/2022 16:41	<b>Arrived</b> 07/31/2022 16:41	<b>Last Restoration</b> 07/31/2022 17:01	<b>Field Complete</b> 07/31/2022 17:01
<b>Closed</b> 07/31/2022 17:39	<b>ETR</b> 07/31/2022 19:03	<b>Calls</b> 59	<b>Custs Affected</b> 150
<b>Crew</b> Miller, David J - 154181	<b>Crew Area</b> BOYERTOWN CA		
<b>Work Desc</b> No Lights	<b>Duration (Min)</b> 59	<b>Total CMI</b> 8850	

Organization

<b>Current Org</b> Dispatch	<b>Substation</b> BARTO SUB	<b>Disp Center</b> Boyertown District
<b>Owner</b> Kilby, Miles	<b>Circuit</b> 00706-1	<b>Disp Area</b> Reading Oper Area

Device Info

<b>ID</b> Fuse Installation 62446-37803 65T	
<b>Type</b> Fuse	<b>Voltage</b> 7.62/13.2 KV

Event Details

<b>Cause</b> Unknown	<b>Cause Pole</b> Unknown
<b>Failed Comp</b>	<b>Facility Location</b> 1001 HENNING RD
<b>Action Taken</b>	<b>Outage Type</b> Distribution
<b>Related Events</b>	<b>Weather</b> Fair-Sunny-Overcast
<b>Follow Up</b>	<b>Follow Ups Sent</b>
<b>Comments</b> [MDT Comments - MILLER-07/31/22 65t ]	
<b>Event Instructions</b>	

**Event Details for 12133245-1**

<b>Time Off</b> 08/14/2022 07:44	<b>Event Created</b> 08/14/2022 07:45	<b>Assigned</b> 08/14/2022 07:48	<b>Dispatch</b> 08/14/2022 07:57
<b>En Route</b> 08/14/2022 07:57	<b>Arrived</b> 08/14/2022 08:56	<b>Last Restoration</b> 08/14/2022 09:15	<b>Field Complete</b> 08/14/2022 10:07
<b>Closed</b> 08/14/2022 10:44	<b>ETR</b> 08/14/2022 10:45	<b>Calls</b> 66	<b>Custs Affected</b> 150
<b>Crew</b> Clinton, Joshua E - 154230	<b>Crew Area</b> BOYERTOWN CA		
<b>Work Desc</b> No Lights	<b>Duration (Min)</b> 91	<b>Total CMI</b> 13650	

**Organization**

<b>Current Org</b> Dispatch	<b>Substation</b> BARTO SUB	<b>Disp Center</b> Boyertown District
<b>Owner</b> Logue, Jerrod	<b>Circuit</b> 00706-1	<b>Disp Area</b> Reading Oper Area

**Device Info**

<b>ID</b> Fuse Installation 62446-37803 65T	
<b>Type</b> Fuse	<b>Voltage</b> 7.62/13.2 KV

**Event Details**

<b>Cause</b> Animal	<b>Cause Pole</b> 62446-37803
<b>Failed Comp</b>	<b>Facility Location</b> 1001 HENNING RD
<b>Action Taken</b>	<b>Outage Type</b> Distribution
<b>Related Events</b>	<b>Weather</b> Fair-Sunny-Overcast
<b>Follow Up</b>	<b>Follow Ups Sent</b>
<b>Comments</b> [MDT Comments - CLINTON-08/14/22 found bird on the bottom of the arrester. cleared blown arrester and restored power. ]	
<b>Event Instructions</b>	

<b>Event ID</b> 57745	<b>Type</b> Outage	<b>Event Status</b> Archived	<b>Priority</b> 5	<b>Special</b>
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**APPROVED**

**Event Details for 57745**

<b>Time Off</b> 09/23/2022 16:40	<b>Event Created</b> 09/23/2022 16:28	<b>Assigned</b> 09/23/2022 16:29	<b>Dispatch</b> 09/23/2022 16:29
<b>En Route</b> 09/23/2022 16:33	<b>Arrived</b> 09/23/2022 16:48	<b>Last Restoration</b> 09/23/2022 17:41	<b>Field Complete</b> 09/23/2022 17:58
<b>Closed</b> 09/23/2022 18:03	<b>ETR</b> 09/23/2022 18:55	<b>Calls</b> 34	<b>Custs Affected</b> 10
<b>Crew</b> TURNER_MICHAEL - 3777	<b>Crew Area</b> BOYERTOWN CA		
<b>Work Desc</b> Device Operation (58760)	<b>Duration (Min)</b> 61	<b>Total CMI</b> 610	

**Organization**

<b>Current Org</b> Dispatch	<b>Substation</b> BARTO SUB	<b>Disp Center</b> Boyertown District
<b>Owner</b> Brian F. Halter	<b>Circuit</b> 00706-1	<b>Disp Area</b> Reading Oper Area

**Device Info**

<b>ID</b> JMP_2022-09-23_10:35:09_57666	
<b>Type</b> Jumper Connection	<b>Voltage</b>

**Event Details**

<b>Cause</b> Trees Off ROW-Limb	<b>Cause Pole</b> 62297-37123
<b>Failed Comp</b>	<b>Facility Location</b> 726 HENNING RD PERKIOMENVILLE, PA 18074
<b>Action Taken</b>	<b>Outage Type</b> Distribution
<b>Related Events</b> 56818	<b>Weather</b> Fair-Sunny-Overcast
<b>Follow Up</b> Auto generate of SAP follow up due to capital item	<b>Follow Ups Sent</b> Line SAP Followup Sent
<b>Comments</b> WIRE DOWN @ POLE 62297-37123 NEED POLE TOP AND 2 SPANS OF WIRE PUT BACK UP Installed pole top , respliced wire , restored power to customers . Restore	
<b>Event Instructions</b>	

**Event Details for 60116**

<b>Time Off</b> 09/26/2022 01:21	<b>Event Created</b> 09/26/2022 01:21	<b>Assigned</b> 09/26/2022 01:26	<b>Dispatch</b> 09/26/2022 01:26
<b>En Route</b> 09/26/2022 07:24	<b>Arrived</b> 09/26/2022 08:39	<b>Last Restoration</b> 09/26/2022 10:05	<b>Field Complete</b> 09/26/2022 10:13
<b>Closed</b> 09/26/2022 10:59	<b>ETR</b> 09/26/2022 10:55	<b>Calls</b> 83	<b>Custs Affected</b> 150
<b>Crew</b> TURNER_MICHAEL - 3777	<b>Crew Area</b> BOYERTOWN CA		
<b>Work Desc</b> Device Operation (57666)	<b>Duration (Min)</b> 524	<b>Total CMI</b> 78600	

**Organization**

<b>Current Org</b> Dispatch	<b>Substation</b> BARTO SUB	<b>Disp Center</b> Boyertown District
<b>Owner</b> Logue, Jerrod	<b>Circuit</b> 00706-1	<b>Disp Area</b> Reading Oper Area

**Device Info**

<b>ID</b> Fuse C 62446-37803 00706-1	
<b>Type</b> Fuse	<b>Voltage</b>

**Event Details**

<b>Cause</b> Unknown	<b>Cause Pole</b> 62446-37803 62446-37803	
<b>Failed Comp</b> Unknown	<b>Facility Location</b> 980 HENNING RD CATARIOUS SUB PERKIOMENVILLE, PA 18074	
<b>Action Taken</b> Restored	<b>Outage Type</b> Distribution	<b>Weather</b> Rain with lightning
<b>Related Events</b> 60209	<b>Follow Ups Sent</b>	
<b>Follow Up</b>		
<b>Comments</b> Patrolled the line found nothing. Replaced a 65-T line fuse at pole 62446-37803. Customers are back in service. RESTORED 1005		
<b>Event Instructions</b>		

**Event Details for 201179**

<b>Time Off</b> 12/23/2022 14:43	<b>Event Created</b> 12/23/2022 14:43	<b>Assigned</b> 12/25/2022 10:35	<b>Dispatch</b> 12/25/2022 10:35
<b>En Route</b>	<b>Arrived</b>	<b>Last Restoration</b> 12/25/2022 18:00	<b>Field Complete</b> 12/25/2022 21:07
<b>Closed</b> 12/26/2022 06:50	<b>ETR</b> 12/26/2022 23:00	<b>Calls</b> 130	<b>Custs Affected</b> 109
<b>Crew</b> SIMSER_PAUL - 44989	<b>Crew Area</b> BOYERTOWN CA		
<b>Work Desc</b> Device Operation (58760)	<b>Duration (Min)</b> 3076	<b>Total CMI</b> 305693	

**Organization**

<b>Current Org</b> Other	<b>Substation</b> BARTO SUB	<b>Disp Center</b> Boyertown District
<b>Owner</b> Newman, Brandon	<b>Circuit</b> 00706-1	<b>Disp Area</b> Reading Oper Area

**Device Info**

<b>ID</b> Fuse C 62446-37803 00706-1	
<b>Type</b> Fuse	<b>Voltage</b>

**Event Details**

<b>Cause</b> Unknown	<b>Cause Pole</b> 62339-37042
<b>Failed Comp</b> Conductor. - Bare	<b>Facility Location</b> 2572 FINN RD PERKIOMENVILLE, PA 18074
<b>Action Taken</b> Spliced	<b>Outage Type</b> Distribution
<b>Related Events</b> 214731	<b>Weather</b>
<b>Follow Up</b>	<b>Follow Ups Sent</b> SAP Followup Sent
<b>Comments</b> partial restoration at 1230, ticket broken. current ticket at taps 62239-37042 event 214322 Tree had fallen on line. All restored at 6:00	
<b>Event Instructions</b>	

**Event Details for 312499**

<b>Time Off</b> 03/07/2023 22:13	<b>Event Created</b> 03/07/2023 22:13	<b>Assigned</b> 03/07/2023 22:18	<b>Dispatch</b> 03/07/2023 22:22
<b>En Route</b> 03/07/2023 22:38	<b>Arrived</b> 03/07/2023 22:48	<b>Last Restoration</b> 03/07/2023 23:13	<b>Field Complete</b> 03/07/2023 23:13
<b>Closed</b> 03/07/2023 23:34	<b>ETR</b> 03/08/2023 01:13	<b>Calls</b> 409	<b>Custs Affected</b> 506
<b>Crew</b> FRAIN_MICHAEL L - 44372	<b>Crew Area</b> BOYERTOWN CA		
<b>Work Desc</b> RDO determined by Manual Switch	<b>Duration (Min)</b> 61	<b>Total CMI</b> 30360	

**Organization**

<b>Current Org</b> Dispatch	<b>Substation</b> BARTO SUB	<b>Disp Center</b> Boyertown District
<b>Owner</b> Golden, Victoria	<b>Circuit</b> 00706-1	<b>Disp Area</b> Reading Oper Area

**Device Info**

<b>ID</b> Recloser 70642 ABC 630 00706-1:MEBAR606.BKR.RECL	
<b>Type</b> Recloser	<b>Voltage</b>

**Event Details**

<b>Cause</b> Equipment Failure	<b>Cause Pole</b> POLE-60460-38155	
<b>Failed Comp</b> Jumper/Tap	<b>Facility Location</b> 179 W BRANCH RD BARTO, PA 19504	
<b>Action Taken</b> Additional Work Needed	<b>Outage Type</b> Distribution	<b>Weather</b> High Winds
<b>Related Events</b> 312497	<b>Follow Ups Sent</b> SAP Followup Sent	
<b>Follow Up</b>		
<b>Comments</b> recloser 70612 locked out upstream. r/c switch 70642 saw the fault. opened 70642 switch and closed the 70612 to isolate fault. did opswitching with crew to isolate further by opening the 70616 and closing the 70642 restore more bps. 312581 is following event. cut out @ pole 60460-38155 failed and caught top of pole on fire. Pole and cut out replaced, closed in the 70616 and all bps restored as of 03/08 @ 0940		
<b>Event Instructions</b>		

**Event Details for 517384**

<b>Time Off</b> 07/11/2023 07:16	<b>Event Created</b> 07/11/2023 07:16	<b>Assigned</b>	<b>Dispatch</b>
<b>En Route</b>	<b>Arrived</b>	<b>Last Restoration</b> 07/11/2023 08:25	<b>Field Complete</b> 07/11/2023 11:31
<b>Closed</b> 07/11/2023 11:31	<b>ETR</b> 07/11/2023 12:19	<b>Calls</b> 55	<b>Custs Affected</b> 150
<b>Crew</b>	<b>Crew Area</b> BOYERTOWN CA		
<b>Work Desc</b> Device Operation (59665)	<b>Duration (Min)</b> 69	<b>Total CMI</b> 10350	

**Organization**

<b>Current Org</b> ADMS Support	<b>Substation</b> BARTO SUB	<b>Disp Center</b> Boyertown District
<b>Owner</b> Pierce, Ted E	<b>Circuit</b> 00706-1	<b>Disp Area</b> Reading Oper Area

**Device Info**

<b>ID</b> Fuse C 62446-37803 00706-1	
<b>Type</b> Fuse	<b>Voltage</b>

**Event Details**

<b>Cause</b> Trees Off ROW-Tree	<b>Cause Pole</b> POLE-62418-37448	
<b>Failed Comp</b> Conductor. - Bare	<b>Facility Location</b> 2515 FINN RD PERKIOMENVILLE, PA 18074	
<b>Action Taken</b> Trim/Removed Tree(s)	<b>Outage Type</b> Distribution	<b>Weather</b> Fair-Sunny-Overcast
<b>Related Events</b> 517326	<b>Follow Ups Sent</b>	
<b>Follow Up</b>		
<b>Comments</b> tree brought wire down at 62418-37448. Trimmed tree, put wire back up and restored at 0825 ticket failed to completed, sending to ADMS. 07/11/23 08:49 57014: tree brought wire down at 62418-37448. Trimmed tree, put wire back up and restored at 0825 07/11/23 08:50 57014: ticket failed to completed, sending to ADMS.		
<b>Event Instructions</b>		

**Event ID** 589938   
 **Type** Outage   
 **Event Status** Archived   
 **Priority** 4   
 **Special**

**Event Details for 589938**

<b>Time Off</b> 08/07/2023 19:06	<b>Event Created</b> 08/07/2023 19:06	<b>Assigned</b> 08/09/2023 09:56	<b>Dispatch</b> 08/09/2023 09:56
<b>En Route</b> 08/09/2023 11:07	<b>Arrived</b> 08/09/2023 11:35	<b>Last Restoration</b>	<b>Field Complete</b> 08/09/2023 19:18
<b>Closed</b> 08/09/2023 19:18	<b>ETR</b> 08/09/2023 23:00	<b>Calls</b> 5	<b>Custs Affected</b> 0
<b>Crew</b> Clinton_Joshua E - 41868		<b>Crew Area</b> BOYERTOWN CA	
<b>Work Desc</b> No Lights - Wire Down Pole to Pole		<b>Duration (Min)</b> 2893	<b>Total CMI</b> 0

**Organization**

<b>Current Org</b> Line	<b>Substation</b> BARTO SUB	<b>Disp Center</b> Boyertown District
<b>Owner</b> Salas, Cecilia	<b>Circuit</b> 00706-1	<b>Disp Area</b> Reading Oper Area

**Device Info**

<b>ID</b> Fuse C 62289-36996 00706-1	
<b>Type</b> Fuse	<b>Voltage</b> 7.62 kV/13.2 kV

**Event Details**

<b>Cause</b>	<b>Cause Pole</b>	
<b>Failed Comp</b>	<b>Facility Location</b> 726 HENNING RD PERKIOMENVILLE, PA 18074	
<b>Action Taken</b>	<b>Outage Type</b>	<b>Weather</b>
<b>Related Events</b> 587348	<b>Follow Ups Sent</b>	
<b>Follow Up</b>		
<b>Comments</b> Meter does not ping @ 06:18 Line fuse open on pole 62289-36996 and line fuse open on pole 62296-36995 didn't see branches or anything on lines Also 1 span of primary down from 668 henning rd pole 62335-37050 to 726 henning rd pole 62324-37084 Job is going to be a climb job Line shop is aware Clinton's crew repaired and restored at 1840.		
<b>Event Instructions</b>		

**Event Details for 602822**

<b>Time Off</b> 08/13/2023 00:38	<b>Event Created</b> 08/13/2023 00:38	<b>Assigned</b> 08/14/2023 08:53	<b>Dispatch</b> 08/14/2023 08:53
<b>En Route</b> 08/14/2023 12:44	<b>Arrived</b> 08/14/2023 12:47	<b>Last Restoration</b> 08/14/2023 14:45	<b>Field Complete</b> 08/14/2023 14:46
<b>Closed</b> 08/14/2023 14:48	<b>ETR</b> 08/14/2023 23:00	<b>Calls</b> 1	<b>Custs Affected</b> 2
<b>Crew</b> Rinker_Gary W - 41026	<b>Crew Area</b> BOYERTOWN CA		
<b>Work Desc</b> No Lights	<b>Duration (Min)</b> 2287	<b>Total CMI</b> 4574	

**Organization**

<b>Current Org</b> Dispatch	<b>Substation</b> BARTO SUB	<b>Disp Center</b> Boyertown District
<b>Owner</b> Chambers, Mark	<b>Circuit</b> 00706-1	<b>Disp Area</b> Reading Oper Area

**Device Info**

<b>ID</b> OH Transformer 62324-37084 C 00706-1	
<b>Type</b> Transformer - OH	<b>Voltage</b> 7.62 kV/13.2 kV

**Event Details**

<b>Cause</b> Trees Off ROW-Tree	<b>Cause Pole</b> POLE-62335-37050	
<b>Failed Comp</b> Conductor. - Bare	<b>Facility Location</b> 726 HENNING RD PERKIOMENVILLE, PA 18074	
<b>Action Taken</b> Trim/Removed Tree(s)	<b>Outage Type</b> Distribution	<b>Weather</b> Rain with high winds
<b>Related Events</b>	<b>Follow Ups Sent</b>	
<b>Follow Up</b>		
<b>Comments</b> pings bad Crew needed to open fuse 62289-36996 with 2 bp on it due to wire down between pole 62335-37050 and dead end pole 62324-37084 put up span of primary and neutral between poles 62335-37050 and 62324-37084 Refused 62289-36996 and restored bp at 1445 hrs.		
<b>Event Instructions</b>		

**Event Details for 604557**

<b>Time Off</b> 08/13/2023 02:17	<b>Event Created</b> 08/13/2023 02:17	<b>Assigned</b> 08/13/2023 23:07	<b>Dispatch</b> 08/14/2023 12:35
<b>En Route</b> 08/14/2023 12:35	<b>Arrived</b> 08/14/2023 12:35	<b>Last Restoration</b> 08/14/2023 13:30	<b>Field Complete</b> 08/14/2023 13:30
<b>Closed</b> 08/14/2023 13:31	<b>ETR</b> 08/14/2023 23:00	<b>Calls</b> 1	<b>Custs Affected</b> 1
<b>Crew</b> MB - Steve Angelovic-6105926613	<b>Crew Area</b> BOYERTOWN CA		
<b>Work Desc</b> No Lights	<b>Duration (Min)</b> 2113	<b>Total CMI</b> 2113	

**Organization**

<b>Current Org</b> Line	<b>Substation</b> BARTO SUB	<b>Disp Center</b> Boyertown District
<b>Owner</b> Abrams, Jacob	<b>Circuit</b> 00706-1	<b>Disp Area</b> Reading Oper Area

**Device Info**

<b>ID</b> Fuse C 62265-37080 00706-1	
<b>Type</b> Fuse	<b>Voltage</b> 7.62 kV/13.2 kV

**Event Details**

<b>Cause</b> Trees Off ROW-Tree	<b>Cause Pole</b> POLE-62268-37074
<b>Failed Comp</b> Conductor. - Bare	<b>Facility Location</b> 720 HENNING RD PERKIOMENVILLE, PA 18074
<b>Action Taken</b> Trim/Removed Tree(s)	<b>Outage Type</b> Distribution
<b>Related Events</b>	<b>Weather</b> Rain with lightning
<b>Follow Up</b>	<b>Follow Ups Sent</b>
<b>Comments</b> Advise BP has downed wire and tree laying across her driveway, cust reported the tree has been moved from across the drive way. need wires to reattached, CUST IN AN ELECTRIC RECLINER Crew repaired primary and neutral MB replaced span of primary and neutral ; restored at 1330.	
<b>Event Instructions</b>	

**Event Details for 898849**

<b>Time Off</b> 02/13/2024 06:59	<b>Event Created</b> 02/13/2024 06:59	<b>Assigned</b> 02/13/2024 08:03	<b>Dispatch</b> 02/13/2024 08:03
<b>En Route</b> 02/13/2024 15:16	<b>Arrived</b>	<b>Last Restoration</b> 02/13/2024 18:00	<b>Field Complete</b> 02/13/2024 18:12
<b>Closed</b> 02/13/2024 18:12	<b>ETR</b> 02/14/2024 23:00	<b>Calls</b> 333	<b>Custs Affected</b> 456
<b>Crew</b> Clinton_Joshua E - 41868	<b>Crew Area</b> BOYERTOWN CA		
<b>Work Desc</b> No Lights - Tree/Limb on Wire	<b>Duration (Min)</b> 661	<b>Total CMI</b> 301416	

**Organization**

<b>Current Org</b> Forestry Needed before Line	<b>Substation</b> BARTO SUB	<b>Disp Center</b> Boyertown District
<b>Owner</b> Golden, Victoria	<b>Circuit</b> 00706-1	<b>Disp Area</b> Reading Oper Area

**Device Info**

<b>ID</b> Recloser 61145-38447 ABC 630A 00706-1	
<b>Type</b> Recloser	<b>Voltage</b> 7.62 kV/13.2 kV

**Event Details**

<b>Cause</b> Trees Off ROW-Tree	<b>Cause Pole</b> POLE-61183-38436
<b>Failed Comp</b> Conductor. - Bare	<b>Facility Location</b> 783 HENNING RD PERKIOMENVILLE, PA 18074
<b>Action Taken</b> Trim/Removed Tree(s)	<b>Outage Type</b> Distribution
<b>Related Events</b> 900422	<b>Weather</b> Snow-ice
<b>Follow Up</b>	<b>Follow Ups Sent</b>
<b>Comments</b> Recloser 61145-38447 modeled as open to capture all calls -- NMS was not absorbing calls in the predicted outage -- this recloser has not yet been confirmed open primary wire is sagging into the bamboo stalks along Hill Rd about 6 -7 spans from the UN# R/C on pole 61145-38447 need crew to possibly ground this line to do any repairs if needed need line crew to remove bamboo near address 125 Hill Rd near pole 61216-38426. confirmed with Chad Kemp from main lite that tree crew completed work and the kemps crew completed line work .Closed in the un# r/c 2 61145-38447 and it is holding on all 3 phases. restoration time confirmed with cerw as 1800	
<b>Event Instructions</b>	

**Event Details for 997075**

<b>Time Off</b> 04/03/2024 11:59	<b>Event Created</b> 04/03/2024 11:59	<b>Assigned</b> 04/03/2024 12:22	<b>Dispatch</b> 04/03/2024 12:22
<b>En Route</b> 04/03/2024 14:41	<b>Arrived</b> 04/03/2024 14:41	<b>Last Restoration</b> 04/03/2024 20:39	<b>Field Complete</b> 04/03/2024 20:39
<b>Closed</b> 04/04/2024 00:10	<b>ETR</b> 04/03/2024 22:29	<b>Calls</b> 289	<b>Custs Affected</b> 456
<b>Crew</b> PLS-Twoey5- 724-972-8068		<b>Crew Area</b> BOYERTOWN CA	
<b>Work Desc</b> Safety Forces - Wire Down	<b>Duration (Min)</b> 520	<b>Total CMI</b> 236698	

**Organization**

<b>Current Org</b> Line	<b>Substation</b> BARTO SUB	<b>Disp Center</b> Boyertown District
<b>Owner</b> Foran, Jesse	<b>Circuit</b> 00706-1	<b>Disp Area</b> Reading Oper Area

**Device Info**

<b>ID</b> Recloser 61145-38447 ABC 630A 00706-1	
<b>Type</b> Recloser	<b>Voltage</b> 7.62 kV/13.2 kV

**Event Details**

<b>Cause</b> Trees Off ROW-Tree	<b>Cause Pole</b> 1408-38323
<b>Failed Comp</b> Conductor. - Bare	<b>Facility Location</b> 2154 HILL RD PERKIOMENVILLE, PA 18074
<b>Action Taken</b> Trim/Removed Tree(s)	<b>Outage Type</b> Distribution
<b>Related Events</b>	<b>Weather</b> Rain with high winds
<b>Follow Up</b>	<b>Follow Ups Sent</b> Line SAP Followup Sent
<b>Comments</b> Multiple outages inside this lockout , tree on wire down on road at pole 62150-37618 -- need tree crew gave permission to open fuses at 62284-37385 to isolate issue downstream if they aren't open already, Tree work completed at pole 62150- 37618. Line work completed at 62150-37618 closed fuses at 2039., crew removed tree and replaced arm at 61408-38323 and closed recloser at 2038	
<b>Event Instructions</b>	

**Event Details for 1103938**

<b>Time Off</b> 06/06/2024 07:58	<b>Event Created</b> 06/06/2024 07:58	<b>Assigned</b>	<b>Dispatch</b>
<b>En Route</b>	<b>Arrived</b>	<b>Last Restoration</b> 06/06/2024 08:10	<b>Field Complete</b> 06/06/2024 13:08
<b>Closed</b> 06/06/2024 13:08	<b>ETR</b> 06/06/2024 10:58	<b>Calls</b> 357	<b>Custs Affected</b> 3005
<b>Crew</b>	<b>Crew Area</b> BOYERTOWN CA		
<b>Work Desc</b> No Lights - Safety Force On-Site	<b>Duration (Min)</b> 12	<b>Total CMI</b> 27556	

**Organization**

<b>Current Org</b> Dispatch	<b>Substation</b> BARTO SUB	<b>Disp Center</b> Boyertown District
<b>Owner</b> Golden, Victoria	<b>Circuit</b> 00706-1	<b>Disp Area</b> Reading Oper Area

**Device Info**

<b>ID</b> Breaker BARTO.BKR.70622	
<b>Type</b> Circuit Lockout	<b>Voltage</b> 7.62 kV/13.2 kV

**Event Details**

<b>Cause</b> Unknown	<b>Cause Pole</b> Unknown
<b>Failed Comp</b>	<b>Facility Location</b> 2279 HILL RD PERKIOMENVILLE, PA 18074
<b>Action Taken</b>	<b>Outage Type</b> Transmission
<b>Related Events</b>	<b>Weather</b> Fair-Sunny-Overcast
<b>Follow Up</b>	<b>Follow Ups Sent</b>
<b>Comments</b> transmission isolation scheme failed to operate properly when fault occurred on the line resulting in barto sub being dropped---partial restoration of 1063 bps was completed @ 0802 and all bps restored @ 0810 when transmission restored feed to sub--transmission did not report what caused the breakers to operate	
<b>Event Instructions</b>	

**Event Details for 1219185**

<b>Time Off</b> 07/16/2024 17:26	<b>Event Created</b> 07/16/2024 17:26	<b>Assigned</b> 07/16/2024 18:08	<b>Dispatch</b> 07/16/2024 18:08
<b>En Route</b> 07/16/2024 18:46	<b>Arrived</b> 07/16/2024 19:37	<b>Last Restoration</b> 07/16/2024 21:56	<b>Field Complete</b> 07/16/2024 21:56
<b>Closed</b> 07/17/2024 21:13	<b>ETR</b> 07/18/2024 23:00	<b>Calls</b> 218	<b>Custs Affected</b> 346
<b>Crew</b> Noll_Caleb A - 44990	<b>Crew Area</b> BOYERTOWN CA		
<b>Work Desc</b> No Lights - Wire Down Pole to Pole	<b>Duration (Min)</b> 271	<b>Total CMI</b> 93420	

**Organization**

<b>Current Org</b> Dispatch	<b>Substation</b> BARTO SUB	<b>Disp Center</b> Boyertown District
<b>Owner</b> Yeager, Dustin	<b>Circuit</b> 00706-1	<b>Disp Area</b> Reading Oper Area

**Device Info**

<b>ID</b> Recloser 61145-38447 ABC 630A 00706-1	
<b>Type</b> Recloser	<b>Voltage</b> 7.62 kV/13.2 kV

**Event Details**

<b>Cause</b> Trees Off ROW-Tree	<b>Cause Pole</b> POLE-61145-38447	
<b>Failed Comp</b> Conductor. - Bare	<b>Facility Location</b> 945 EICHELE RD PERKIOMENVILLE, PA 18074	
<b>Action Taken</b> Isolated	<b>Outage Type</b> Distribution	<b>Weather</b> Rain with lightning
<b>Related Events</b> 1219201	<b>Follow Ups Sent</b> SAP Followup Not Sent	
<b>Follow Up</b>  		
<b>Comments</b> wire down @ 945 eichele rd, perkiomenville -- service cable down 115 hill rd, barto -- possible service cable (or) primary down at 933 parestis rd, barto predicted to line fuse @ 61445-38320 -- secondary outage upstream - possibly unrelated issue found multiple issues and isolated taps made nested outages for all closed in 2156		
<b>Event Instructions</b>  		

**Event Details for 1541856**

<b>Time Off</b> 01/08/2025 13:50	<b>Event Created</b> 01/08/2025 13:50	<b>Assigned</b> 01/08/2025 14:09	<b>Dispatch</b>
<b>En Route</b>	<b>Arrived</b>	<b>Last Restoration</b> 01/08/2025 15:26	<b>Field Complete</b> 01/08/2025 16:22
<b>Closed</b> 01/08/2025 16:22	<b>ETR</b> 01/08/2025 16:20	<b>Calls</b> 170	<b>Custs Affected</b> 456
<b>Crew</b> MB Steve Angelovic CREW 1 (610)592-6613	<b>Crew Area</b> BOYERTOWN CA		
<b>Work Desc</b> No Lights	<b>Duration (Min)</b> 95	<b>Total CMI</b> 43776	

**Organization**

<b>Current Org</b> Dispatch	<b>Substation</b> BARTO SUB	<b>Disp Center</b> Boyertown District
<b>Owner</b> Neff, Mason	<b>Circuit</b> 00706-1	<b>Disp Area</b> Reading Oper Area

**Device Info**

<b>ID</b> Recloser 61145-38447 ABC 630A 00706-1	
<b>Type</b> Recloser	<b>Voltage</b> 7.62 kV/13.2 kV

**Event Details**

<b>Cause</b> Trees Off ROW-Tree	<b>Cause Pole</b> POLE-61564-37999	
<b>Failed Comp</b> Conductor. - Bare	<b>Facility Location</b> 943 EICHELE RD PERKIOMENVILLE, PA 18074	
<b>Action Taken</b> Isolated	<b>Outage Type</b> Distribution	<b>Weather</b> Fair-Sunny-Overcast
<b>Related Events</b>	<b>Follow Ups Sent</b> SAP Followup Not Sent	
<b>Follow Up</b>		

Barbara Pezzuto  
726 Henning Road  
Perkiomenville PA, 18074  
Account No. [REDACTED]



## Reliability Improvements

### **Circuit Inspections and Maintenance Patrols:**

Overhead Circuit Inspection – September 2015  
Overhead Circuit Inspection – October 2016  
Mainline Thermovision and Overhead Inspection – October 2018  
Mainline Overhead Inspection – March 2019  
Mainline Overhead Inspection – October 2019  
Overhead Circuit Inspection – September 2020  
Mainline Overhead Inspection – November 2021  
Recloser inspections – Completed Annually  
Capacitor inspections – Completed Annually  
Substation inspections – Completed Monthly

### **Reliability Enhancements:**

Upgrade Circuit Recloser – September 2015  
Upgrade Circuit Recloser – October 2015  
Repair items identified during circuit inspection – May 2016  
Repair items identified during circuit inspection – December 2017  
Cycle Tree Trimming – 2020  
Install SCADA Recloser – February 2020  
Install SCADA Recloser – March 2020  
Install SCADA Recloser – March 2020  
Install SCADA Recloser – March 2020  
Replace Priority Poles – July 2020  
Repair items identified during circuit inspection – October 2021  
Replace Priority Poles – October 2023  
Cycle Tree Trimming – 2024  
Install SCADA Recloser – March 2024  
Install SCADA Recloser – March 2024  
Install SCADA Recloser – March 2024  
Replace Priority Poles – November 2024  
Mainline Overhead Circuit Rehab – To be completed in 2025  
Install TripSavers on circuit – To be completed in 2025  
Construct Circuit Tie: Phase 1 – To be completed in 2025  
Construct Circuit Tie: Phase 2 – To be completed in 2025

2024 Tree Work and Maintenance on Barto Circuit

Barbara Pezzuto  
726 Henning Road  
Perkiomenville, PA 18074  
Account No. [REDACTED]



**Removals** (Ash is the only species we break down separately)

**Off Corridor:** 1,007

**On Corridor:** 256

**Ash removals:** 969

**Total Removals:** 1,263

**Acres of brush treated with Herbicide:** 84.79 acres

**Aerial saw miles (helicopter trimming):** 1.97 miles

**Total # of trees trimmed:** 10,899 trees















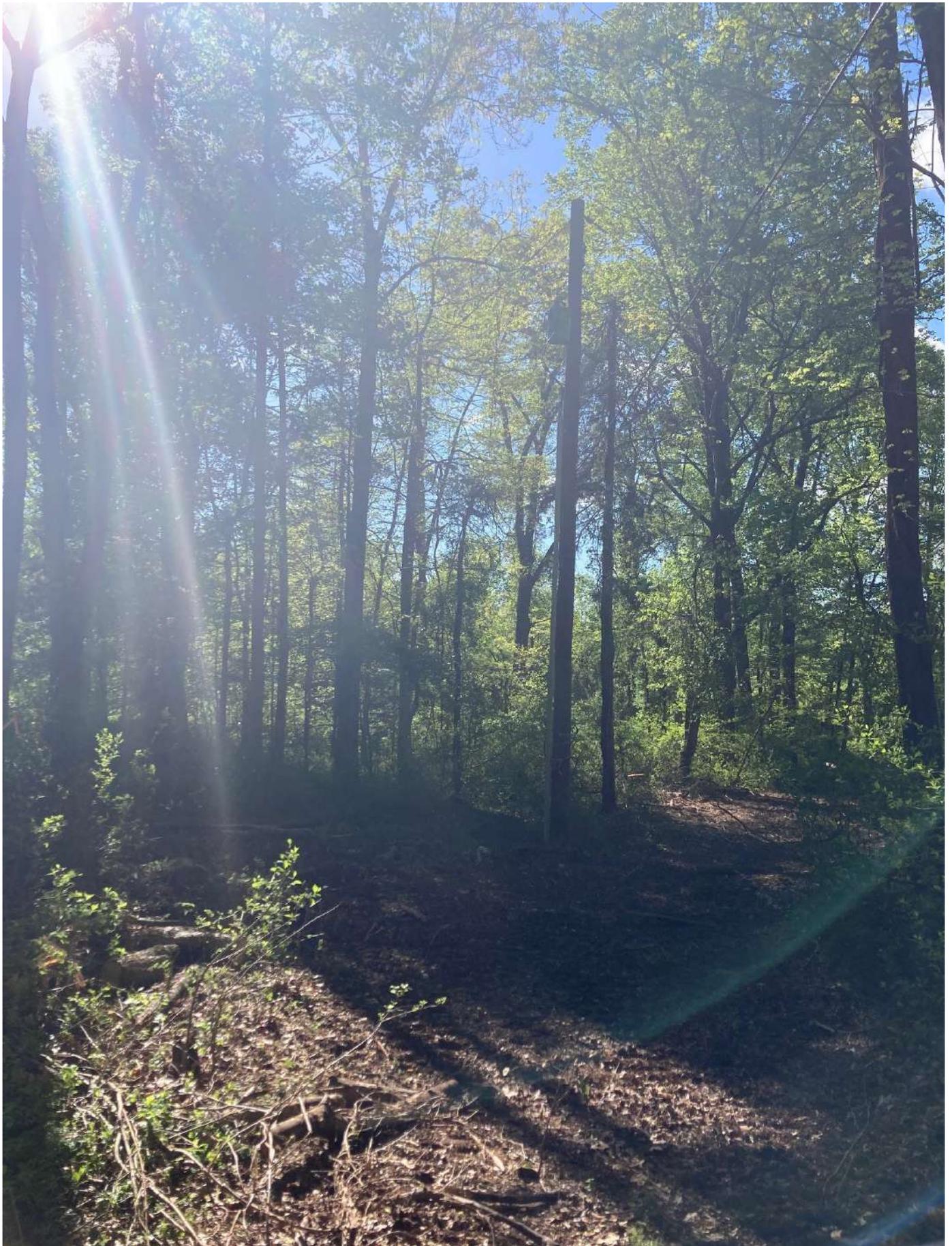






















April 3, 2025

**Via Electronic Mail**

The Honorable Eranda Vero  
c/o [pmcneal@pa.gov](mailto:pmcneal@pa.gov)

**Re: Docket No. C-2024-3046992  
Barbara Pezzuto v. Metropolitan Edison Company  
Additional Proposed Hearing Exhibits of FE PA (Met-Ed Rate District)**

Your Honor:

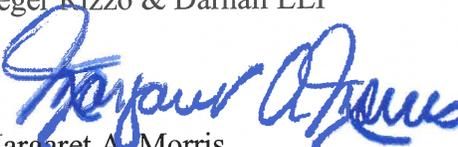
In anticipation of the **Call-In Telephonic Hearing scheduled Friday, April 11, 2025, at 10:00 a.m.**, attached please find Proposed Exhibit Nos. 12-18 of FirstEnergy Pennsylvania Electric Company (Met-Ed Rate District). These exhibits are in addition to the Proposed Exhibit Nos. 1-11, previously submitted on February 18, 2025.

A copy of these Proposed Exhibits has been provided to the Complainant in the manner indicated on the enclosed Certificate of Service.

If there are any questions, please feel free to contact me.

Very truly yours,

Reger Rizzo & Darnall LLP



Margaret A. Morris

MAM/co  
Enclosures

cc: Rosemary Chiavetta, Esquire, PA Public Utility Commission [Cert. of Service only]  
Tori Giesler, Esquire, FirstEnergy Service Company [w/encls.]  
Barbara Pezzuto [w/encls.]



Commonwealth of Pennsylvania  
**Pennsylvania Public Utility Commission**  
 Harrisburg, PA 17105-3265  
**EFILING - FILING DETAIL**

<b>Date Created</b>	<b>Filing Number</b>
4/3/2025	2727680

Your filing has been electronically received. Upon review of the filing for conformity with the Commission's filing requirements, a notice will be issued acknowledging acceptance or rejection (with reason) of the filing. The matter will receive the attention of the Commission and you will be advised if any further action is required on your part.

The date filed on will be the current day if the filing occurs on a business day before or at 4:30 p.m. (EST). It will be the next business day if the filing occurs after 4:30 p.m. (EST) or on weekends or holidays.

**Docket Number:** C-2024-3046992  
**Case Description:** Barbara Pezzuto v. Metropolitan Edison Company  
**Transmission Date:** 4/3/2025 12:04 PM  
**Filed On:** 4/3/2025 12:04 PM  
**eFiling Confirmation Number:** 2727680

File Name	Document Type	Upload Date
PezzutoCOS (Proposed Hearing Exhibits).pdf	Certificate of Service	4/3/2025 12:03:43 PM

For filings exceeding 250 pages, the PUC is requiring that filers submit one paper copy to the Secretary's Bureau within three business days of submitting the electronic filing online. Please mail the paper copy along with copy of this confirmation page to Secretary, Pennsylvania Public Utility Commission, 400 North Street, Harrisburg PA 17120 a copy of the filing confirmation page or reference the filing confirmation number on the first page of the paper copy.

**No paper submission is necessary for filings under 250 pages.**

You can view a record of this filing and previous filings you have submitted to the PUC by using the links in the Filings menu at the top of the page. Filings that have been submitted within the last 30 days can be viewed by using the Recent Filings link. Older filings can be viewed by using the search options available in the Filing History link.

**Re: Docket No. C-2024-3046992  
Barbara Pezzuto v. Metropolitan Edison Company  
Additional Proposed Hearing Exhibits of FE PA (Met-Ed Rate District)**

**CERTIFICATE OF SERVICE**

I hereby certify that a true and correct copy of the foregoing document has been served upon the following person(s), in the manner indicated, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant).

**Via Electronic and First-Class Mail**

Barbara Pezzuto  
726 Henning Road  
Perkiomenville, PA 18074  
[bpezzuto@comcast.net](mailto:bpezzuto@comcast.net)

Dated: April 3, 2025

  
Margaret A. Morris, Esquire

**Docket No. C-2024-3046992**

**Barbara Pezzuto v. Metropolitan Edison Company**

**The Hon. Eranda Vero**

**Hearing Date: April 11, 2025 at 10:00am**

**Call-In Hearing No.: 1.866.560.8322; PIN: 36676820#**

**PROPOSED EXHIBITS OF FE PA (MET-ED RATE DISTRICT)**

1. Customer Contacts
2. BCS Decision No. 3932674, closed 12/1/23
3. Aerial Imagery of Service Location
4. Barto Circuit Mapping
5. Installation of Pole
6. Sustained Outage History
7. Sustained Outage History for Neighbors
8. Event Orders for Sustained Outages
9. Reliability Improvements
10. 2024 Cycle Tree Counts
11. Photos from 2024 Cycle work
12. Forestry Work Refusal, dated 8/5/23\*
13. Timeline of Complainant's calls to Report Outages\*
14. 2025 Customer Contacts\*
15. Updated Outage History\*
16. Updated Sustained Outage History for Neighbors\*
17. 3/5/2025 Event Order for Sustained Outage\*
18. Photos taken 2/27/25\*

\*denotes new Proposed Exhibit



CIRCUIT / LINE NAME <b>Barto 706-1</b>		POLE NO.	TO
PROPERTY OWNER NAME <b>Barbara &amp; Louis Pezzuto</b>		HOME PHONE NO.	WORK PHONE NO.
ADDRESS <b>726 Henning Rd Perkiomenville</b>		STATE <b>PA</b>	ZIP CODE <b>18074</b>

FACILITIES INVOLVED		
SECONDARY	DISTRIBUTION	TRANSMISSION
<input type="checkbox"/> POLE TO POLE <input type="checkbox"/> SERVICE	<input type="checkbox"/> 1Ø <input type="checkbox"/> 3Ø <input type="checkbox"/> 23 kV <input type="checkbox"/> 34 kV	<input type="checkbox"/> 69 kV <input type="checkbox"/> 115 kV <input type="checkbox"/> 138 kV <input type="checkbox"/> 230 kV <input type="checkbox"/> 345 kV <input type="checkbox"/> 500 kV

WORK REQUIRED

**Remove Dead Ash trees along Henning Road to reduce outages and increase reliability**

REASON(S) FOR REFUSAL

**Went to pick up orange card for dead ash removal approval. Woman who answered door stated that the property owner was not going to sign it. I tried to explain that we were trying to improve her reliability but she closed the door on my face.**

CONTACTS	
ORIGINAL CONTRACTOR CONTACT <b>Andrew C Underkoffler (ECI)</b>	DATE <b>8/5/23</b>
CONTRACTOR SUPERVISOR <b>Kristie Galanti</b>	DATE <b>8-10-23</b>
FIRSTENERGY REPRESENTATIVE	DATE

ACTION REQUIRED

WORK AUTHORIZED \_\_\_\_\_ DATE \_\_\_\_\_



Barbara Pezzuto  
726 Henning Road  
Perkiomenville PA 18074  
Account No. 100056852393

### OUTLINE OF OUTAGE AND SERVICE-RELATED CONTACTS

Exhibit 1 Page No.	Date of Contact	Description
24	12/25/2020	No lights, 6 additional customer calls
23	12/25/2020	3 additional customer calls
23	1/7/2021	Customer claim, contact customer - reliability
20	5/26/2021	911 call tree on wire, no lights, additional customer call
20	9/1/2021	No lights; additional customer call
20	10/4/2021	No lights
19	10/16/2021	No lights
19	12/6/2021	No lights, 2 additional customer calls
19	1/14/2022	No lights, contact customer – reliability, claim
19	3/12/2022	No lights; additional customer call; supervisor call
18	7/31/2022	No lights
18	8/22/2022	Tree trimming request
18	9/23/2022	No lights; 3 additional customer calls
17	9/23/2022	3 customer calls; supervisor call; no lights
16	9/23/2022	2 additional customer calls
16	9/26/2022	No lights; 3 additional customer calls
15	11/30/2022	On-pole damaged
15	12/23/2022	No lights; 4 additional customer calls
15	12/24/2022	3 additional customer calls
14	12/24/2022	Update to PowerOn; additional customer call
14	12/25/2022	2 additional customer calls; supervisor call, customer callback
13	3/7/2023	No lights
10	7/11/2023	No lights
9	8/7/2023	No lights; 3 additional customer calls; supervisor call
9	8/8/2023	Additional customer call
8	8/8/2023	No lights-wire down pole to pole
8	8/9/2023	Customer call
8	8/13/2023	No lights; 2 additional customer calls; claim
7	8/13/2023	Supervisor call
7	8/14/2023	Customer call
7	8/16/2023	Contact customer reliability
6	8/25/2023	Reliability status
6	9/1/2023	Relocate facilities call
5	9/22/2023	2 follow-up calls re: relocation status
5	2/13/2024	No lights; additional customer call, no lights-tree/limb on wire

4	3/12/2024	Line relocation call
4	4/3/2024	No lights: additional customer call, no lights wire down pole to pole
4	7/16/2024	No Lights
1	1/8/2025	No lights
Reflected in updated Contacts for April 11, 2025, Hearing		
1	3/5/2025	No lights

Created by Laurie Parker April 1, 2025

Customer: BARBARA A PEZZUTO / 804119740  
 Contract Acct: 100056852393  
 Service Address: 726 HENNING RD,PERKIOMENVILLE PA 18074

Created On: 04/01/2025  
 Date Range: 01/10/2025 to 04/01/2025

**Customer Contact History**



Contact Date	Created Date	Contract Acct	Created By	Description
03/01/9999 13:04:02	03/01/2024	100056852393	Laurie Parker	PUC/BPU Complaint-Written
Pa PUC Formal Complaint Docket No. C-2024-3046992 (Met-Ed moved service, trees causing outages/damages) received.				
03/05/2025 14:14:58	03/05/2025	100056852393	EAILOGINWM6	Outbound Callback About Trouble Inquiry
Call Result - SRC_ANS_MACHINE Invalid or no response from Customer.				
03/05/2025 13:14:47	03/05/2025	100056852393	EAILOGINWM6	Lights-None
Played_POWERONDESC_CustomerMessage 09 We are aware of your outage and we are investigating the cause. ERT: 3/5/2025 4:0 0:00 PM				
01/10/2025 15:51:35	01/10/2025	100056852393	B2BEALOGIN	Real Time Payment Pending
Payment Date: 01/10/2025   Payment Time: 15:46:58 Payment Amount: 781.95   Payment Type: Credit Vendor ID: AC   Receipt Number: 5780821				
01/10/2025 15:41:04	01/10/2025	100056852393	INTV IVR	Account Balance Inquiry
01/10/2025 15:40:15	01/10/2025	100056852393	INTV IVR	IVR eBill Offer - Decline
Customer declined eBill Enrollment				



Barbara Pezzuto  
Complainant Sustained outage history  
Account #100056852393  
726 Henning Rd, Perkiomenville PA, 18074

BARBARA A PEZZUTO

**Sustained Outage History (1/01/2022 to 4/02/2025)\*\***

Start Date	Duration (minutes)	Weather	Cause	Event
3/05/25	55	Fair Sunny	Trees Off Row	1639476
1/08/25	96	Fair Sunny	Trees Off Row	1541856
7/16/24	271	Rain Lightning	Trees Off Row	1219185
6/6/24	12	Fair Sunny	Unknown	1103938
4/3/24	520	Rain High Winds	Trees Off Row	997075
2/13/24	661	Snow Ice	Trees Off Row	898849
8/13/23	2287	Rain Lightning	Trees Off Row	602822
8/7/23	2855	Unknown	Unknown	589938
7/11/23	69	Fair Sunny	Trees Off Row	517384
3/7/23	61	High Winds	Equipment Failure	312499
12/23/22	3076	Unknown	Unknown	201179
9/26/22	524	Rain Lightning	Unknown	60116
9/23/22	61	Fair Sunny	Trees Off Row	57745
8/14/22	91	Fair Sunny	Animal	12133245-1
7/31/22	59	Fair Sunny	Unknown	12111311-1
3/12/22	828	Snow Ice with High Winds	Tree Off Row	11955227-4

\*\* based on my interpretation of the 706-1, Barto sustained outage data



Barbara Pezzuto  
Neighbors Sustained outage history  
Account #100056852393  
726 Henning Rd, Perkiomenville PA, 18074

RUSSELL A WENNER (719)

**Sustained Outage History (1/01/2022 to 4/02/2025)\*\***

Start Date	Duration (minutes)	Weather	Cause	Event
3/05/25	55	Fair Sunny	Trees Off Row	1639476
1/08/25	96	Fair Sunny	Trees Off Row	1541856
7/16/24	271	Rain Lightning	Trees Off Row	1219185
6/6/24	12	Fair Sunny	Unknown	1103938
4/3/24	520	Rain High Winds	Trees Off Row	997075
2/13/24	661	Snow Ice	Trees Off Row	898849
7/11/23	69	Fair Sunny	Trees Off Row	517384
3/7/23	61	High Winds	Equipment Failure	312499
12/23/22	3076	Unknown	Unknown	201179
9/26/22	524	Rain Lightning	Unknown	60116
9/23/22	61	Fair Sunny	Trees Off Row	57745
8/14/22	91	Fair Sunny	Animal	12133245-1
7/31/22	59	Fair Sunny	Unknown	12111311-1
3/12/22	828	Snow Ice with High Winds	Tree Off Row	11955227-4

\*\* based on my interpretation of the 706-1, Barto sustained outage data

JOHN P COYNE (720)

**Sustained Outage History (1/01/2022 to 4/02/2025)\*\***

Start Date	Duration (minutes)	Weather	Cause	Event
3/05/25	55	Fair Sunny	Trees Off Row	1639476
1/08/25	96	Fair Sunny	Trees Off Row	1541856
7/16/24	271	Rain Lightning	Trees Off Row	1219185
6/6/24	12	Fair Sunny	Unknown	1103938
4/3/24	520	Rain High Winds	Trees Off Row	997075
2/13/24	661	Snow Ice	Trees Off Row	898849
8/13/23	2113	Rain Lightning	Trees Off Row	604557
7/11/23	69	Fair Sunny	Trees Off Row	517384
3/7/23	61	High Winds	Equipment Failure	312499
12/23/22	3076	Unknown	Unknown	201179
9/26/22	524	Rain Lightning	Unknown	60116
9/23/22	61	Fair Sunny	Trees Off Row	57745
8/14/22	91	Fair Sunny	Animal	12133245-1
7/31/22	59	Fair Sunny	Unknown	12111311-1
3/12/22	828	Snow Ice with High Winds	Tree Off Row	11955227-4

\*\* based on my interpretation of the 706-1, Barto sustained outage data

DANE ASTERITO (729)

**Sustained Outage History (1/01/2022 to 4/02/2025)\*\***

Start Date	Duration (minutes)	Weather	Cause	Event
3/05/25	55	Fair Sunny	Trees Off Row	1639476
1/08/25	96	Fair Sunny	Trees Off Row	1541856
7/16/24	271	Rain Lightning	Trees Off Row	1219185
6/6/24	12	Fair Sunny	Unknown	1103938
4/3/24	520	Rain High Winds	Trees Off Row	997075
2/13/24	661	Snow Ice	Trees Off Row	898849
7/11/23	69	Fair Sunny	Trees Off Row	517384
3/7/23	61	High Winds	Equipment Failure	312499
12/23/22	3076	Unknown	Unknown	201179
9/26/22	524	Rain Lightning	Unknown	60116
8/14/22	91	Fair Sunny	Animal	12133245-1
7/31/22	59	Fair Sunny	Unknown	12111311-1
3/12/22	828	Snow Ice with High Winds	Tree Off Row	11955227-4

\*\* based on my interpretation of the 706-1, Barto sustained outage data

MASON LONGACRE (739)

**Sustained Outage History (1/01/2022 to 4/02/2025)\*\***

Start Date	Duration (minutes)	Weather	Cause	Event
3/05/25	55	Fair Sunny	Trees Off Row	1639476
1/08/25	96	Fair Sunny	Trees Off Row	1541856
7/16/24	271	Rain Lightning	Trees Off Row	1219185
6/6/24	12	Fair Sunny	Unknown	1103938
4/3/24	520	Rain High Winds	Trees Off Row	997075
2/13/24	661	Snow Ice	Trees Off Row	898849
7/11/23	69	Fair Sunny	Trees Off Row	517384
3/7/23	61	High Winds	Equipment Failure	312499
12/23/22	3076	Unknown	Unknown	201179
9/26/22	524	Rain Lightning	Unknown	60116
8/14/22	91	Fair Sunny	Animal	12133245-1
7/31/22	59	Fair Sunny	Unknown	12111311-1
3/12/22	828	Snow Ice with High Winds	Tree Off Row	11955227-4

\*\* based on my interpretation of the 706-1, Barto sustained outage data

Note:

**For 8/13/23 - Pezzuto and Coyne both had tap fuses 62289-36996 and 62265-37080 taken out by trees.**

**For 8/07/23 - Pezzuto 62289-36996 Fuse out, cause and weather unknown.**

**For 9/23/22 – Pezzuto, Wenner, Coyne Outage - Pole 62297-37123 Wire Down**

<b>Event ID</b> 1639476	<b>Type</b> Outage	<b>Event Status</b> Archived	<b>Priority</b> 5	<b>Special</b>
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Event Details for 1639476

<b>Time Off</b> 03/05/2025 13:07	<b>Event Created</b> 03/05/2025 13:07	<b>Assigned</b> 03/05/2025 13:10	<b>Dispatch</b> 03/05/2025 13:10
<b>En Route</b> 03/05/2025 13:16	<b>Arrived</b> 03/05/2025 13:31	<b>Last Restoration</b> 03/05/2025 14:02	<b>Field Complete</b> 03/05/2025 14:10
<b>Closed</b> 03/05/2025 14:10	<b>ETR</b> 03/05/2025 15:37	<b>Calls</b> 46	<b>Custs Affected</b> 151
<b>Crew</b> Traxler_Christopher L - 3681	<b>Crew Area</b> BOYERTOWN CA		
<b>Work Desc</b> No Lights	<b>Duration (Min)</b> 55	<b>Total CMI</b> 8305	

Organization

<b>Current Org</b> Dispatch	<b>Substation</b> BARTO SUB	<b>Disp Center</b> Boyertown District
<b>Owner</b> Foran, Jesse	<b>Circuit</b> 00706-1	<b>Disp Area</b> Reading Oper Area

Device Info

<b>ID</b> Fuse C 62446-37803 00706-1	
<b>Type</b> Fuse	<b>Voltage</b> 7.62 kV/13.2 kV

Event Details

<b>Cause</b> Trees Off ROW-Tree	<b>Cause Pole</b> POLE-62444-37587	
<b>Failed Comp</b> Conductor. - Bare	<b>Facility Location</b> 2580 FINN RD PERKIOMENVILLE, PA 18074	
<b>Action Taken</b> Trim/Removed Tree(s)	<b>Outage Type</b> Distribution	<b>Weather</b> Fair-Sunny-Overcast
<b>Related Events</b>	<b>Follow Ups Sent</b> SAP Followup Not Sent	
<b>Follow Up</b>		
<b>Comments</b> cut a tree off the primary/neutral. Replaced 65t		



Standing at 726 Henning Rd looking down ROW to 668 Henning Rd at pole 62335-37050



Standing close to property line between 668 and 726 looking towards pole 62324-37084



Closer view of pole 62324-37084 while standing in ROW, house 726 is to your right  
The service is fed underground



Close up view of pole 62324-37084 at 726 Henning Rd