



COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
COMMONWEALTH KEYSTONE BUILDING  
400 NORTH STREET, HARRISBURG, PA 17120

BUREAU OF  
INVESTIGATION  
&  
ENFORCEMENT

May 15, 2025

**Via Electronic Filing**

Matthew L. Homsher, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street  
Harrisburg, PA 17120

Re: Pennsylvania Public Utility Commission,  
Bureau of Investigation and Enforcement v.  
FirstEnergy Pennsylvania Electric Company  
Docket No. M-2024-3030738  
**Supplemental Record to Joint Petition for Approval of Settlement**

Dear Secretary Homsher:

Enclosed for electronic filing is the Supplemental Record to the Joint Petition for Approval of Settlement in the above-referenced matter. This supplemental information was directed to be filed as set forth in the Commission's Opinion and Order entered April 15, 2025. **On May 15, 2025, the Bureau of Investigation and Enforcement electronically filed an incorrect version of the enclosed document. Please reject the filing at confirmation number 2768639 and replace it with this corrected document.**

Copies have been served on the parties of record in accordance with the Certificate of Service.

Should you have any questions, please do not hesitate to contact me.

Sincerely,

A handwritten signature in blue ink, appearing to read 'G. Rosul', is written over a light blue horizontal line.

Grant Rosul  
Prosecutor  
Bureau of Investigation and Enforcement  
PA Attorney ID No. 318204  
(717) 783-5243  
[grosul@pa.gov](mailto:grosul@pa.gov)

GR/ac  
Enclosures

cc: Office of Special Assistants (*via email* – [ra-OSA@pa.gov](mailto:ra-OSA@pa.gov))  
Per Certificate of Service

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Pennsylvania Public Utility Commission,	:	
Bureau of Investigation and Enforcement	:	
	:	
v.	:	Docket No. M-2024-3030738
	:	
FirstEnergy Pennsylvania Electric Company	:	

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**SUPPLEMENTAL RECORD TO  
JOINT PETITION FOR APPROVAL OF SETTLEMENT**

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TO THE HONORABLE PENNSYLVANIA PUBLIC UTILITY COMMISSION:

Pursuant to the Opinion and Order of the Pennsylvania Public Utility Commission entered April 15, 2025, in the above-captioned matter, the Bureau of Investigation and Enforcement (“I&E”) and FirstEnergy Pennsylvania Electric Company (“FirstEnergy” or “Company”) (hereinafter referred to collectively as the “Parties” or “Joint Petitioners”) hereby submit this Supplemental Record to Joint Petition for Approval of Settlement (“Supplement”) to respond the Commission’s request for additional information for the Commission to make an informed decision as to whether the Joint Petition for Approval of Settlement (“Settlement Agreement”) filed with the Commission is in the public interest.

## **I. INTRODUCTION**

1. The Parties to this Settlement Agreement, are the Pennsylvania Public Utility Commission's Bureau of Investigation and Enforcement, by its prosecuting attorneys, 400 North Street, Harrisburg, PA 17120, and FirstEnergy Pennsylvania Electric Company, an electric distribution company with a primary mailing address of 2800 Pottsville Pike, Reading, PA 19605.

2. The Pennsylvania Public Utility Commission is a duly constituted agency of the Commonwealth of Pennsylvania empowered to regulate public utilities within this Commonwealth, as well as other entities subject to its jurisdiction, pursuant to the Public Utility Code ("Code"), 66 Pa.C.S. §§ 101, *et seq.*

3. I&E is the bureau within the Commission established to prosecute complaints against public utilities. *See Implementation of Act 129 of 2008; Organization of Bureaus and Offices*, Docket No. M-2008-2071852 (Order entered August 11, 2011) (delegating authority to initiate proceedings that are prosecutory in nature to I&E); *See also* 66 Pa.C.S. § 308.2(a)(11).

4. FirstEnergy Pennsylvania Electric Company is a "public utility" as that term is defined at 66 Pa.C.S. § 102, as it is engaged in providing public utility service as an electric distribution company ("EDC") to the public for compensation.

5. Pursuant to Sections 57.193 and 57.194 the Commission's regulations, 52 Pa. Code §§ 57.193 and 57.194, an EDC must maintain its transmission and distribution facilities in conformity with the National Electric Safety Code ("NESC").

6. Section 501(a) of the Code, 66 Pa.C.S. § 501(a), authorizes and obligates the Commission to execute and enforce the provisions of the Code.

7. FirstEnergy, in providing electric distribution service to the public for compensation, is subject to the power and authority of this Commission pursuant to Section 501(c) of the Code, 66 Pa.C.S. § 501(c), which requires a public utility to comply with Commission regulations and orders, including the National Electric Safety Council (“NESC”) rules.

8. Section 2804(1)(ii) of the Code, 66 Pa.C.S. § 2804(1)(ii), requires that the Commission “ensure the continuation of safe and reliable electric service to all consumers in the Commonwealth, including . . . [t]he installation and maintenance of transmission and distribution facilities in conformity with established industry standards and practices, including the standards set forth in the National Electric Safety Code.”

9. Pursuant to Commission Order at A-2023-30338771, FirstEnergy Corp.’s constituent Pennsylvania subsidiaries merged into one company, the FirstEnergy Pennsylvania Electric Company. When the incident that is the subject of this Joint Petition occurred, the merger had not yet taken place and West Penn Power Company was the responsible utility. Accordingly, FirstEnergy Pennsylvania Electric Company may be referred to herein as “West Penn.”

10. On March 26, 2024, the Parties filed with the Commission a Joint Petition for Approval of Settlement with their respective Statements in Support.

11. On April 15, 2025, the Commission entered an Opinion and Order at the above docket (“April 15 Order”).

12. While noting that it is the Commission's policy to promote settlements, in order to determine whether the terms of the Settlement are in the public interest the Commission determined here that additional specific information was needed.

13. The April 15 Order stated in pertinent part:

[W]e believe that the record in this proceeding is insufficient to complete the analysis of whether the Joint Settlement is in the public interest. The record lacks important factual details which would permit us to determine if this settlement is in the public interest. Consequently, we issue this Opinion and Order seeking additional missing facts that include, but are not limited to, the specific inquiries set out in detail below.

April 15 Order at 14.

14. The April 15 Order also provided, in pertinent part, that the "parties shall have 30 days from the entry of an Opinion and Order in this case to file supplemental facts and/or stipulated facts addressing this deficiency in support of the proposed Settlement Agreement." April 15 Order at 2.

15. In compliance with the April 15 Order, the Parties provide the supplemental information as follows:

**1. What caused the energized wire to fail?**

**Response: Beginning on the morning of June 14, 2021, a powerful storm front impacted southwestern Pennsylvania. This front produced sustained high winds and periods of heavy rain with maximum wind gusts up to 60 miles per hour in some areas. During this storm, a tree outside the right-of-way of the power line fell onto the line, causing the line to then fall to the ground. On the McGovern Circuit on Arden Road, there were four locations with wires down, each caused by trees outside the right-of-way falling onto the lines.**

**2. Does West Penn have a record of any call received to report a down wire on the McGovern Circuit?**

**Response: Yes. West Penn received 14 wire down notifications for the entire**

**McGovern Circuit, including the four on the Arden Road section on June 14, 2021.**

- 3. At the time of the incident, what was West Penn's documented procedure related to handling a call about a downed wire or downed energized wire? Was this procedure followed?**

**Response: At the time of the incident, the documented procedure related to calls for a downed wire or downed energized wire was included in the Create Trouble Ticket (CTT) Quick Reference Card, which is attached hereto as Attachment A.**

**FirstEnergy has maintained that they did follow this procedure. I&E would dispute that assertion were this matter to be litigated.**

**A wire down notification was created when Mr. Schmitt contacted the West Penn Customer Care Center and the information he provided was documented in the notification. However, that information was not relayed to the crew in the field.**

**A West Penn crew was investigating downed lines on the McGovern Circuit, but the crew working that circuit was at their end-of-shift, having already worked overtime. The downed wire call from Mr. Schmitt was not relayed to the new crew. The West Penn crew did not go to the address, 586 Arden Road, because the information regarding Mr. Schmitt's call to report a line down on his property was not conveyed to the crew.**

- 4. Has the process or procedure in question number 3, changed since the June 2021 incident?**

**Response: The procedure relating to calls for a downed wire has been retained, but West Penn has added several policies to ensure effective communication between its distribution system operator, 911 operator, and operations supervisor in the field.**

**Since this incident, West Penn has implemented one-on one-communications between the 911 dispatcher and the distribution system operator to obtain specific detail, and a contact person on site, referred to as the incident commander, to understand the emergency situation. A "person on duty" operations supervisor is contacted to report to the location of a downed wire.**

- 5. What was the timeline of the incident, from the time the call for help was placed to the time the residence was made safe?**

**Response: On June 14, 2021, at 1557 hours, Mr. Schmitt contacted West Penn to report a downed wire across his carport at his residence, 586 Arden Road, Washington County.**

**On June 15, 2021, at 0725 hours, Mr. Schmitt called West Penn to check the status of the repair and reported that he still had a wire down on his carport. He stated that he was not sure if the line was de-energized and if it was safe to leave his residence. He requested to speak to a supervisor but the call was disconnected from the customer's side.**

**On June 15, 2021, at 1315 hours, the downed wire at the 586 Arden Road residence was repaired and made safe.**

- 6. What was the extent of any property damage at the Arden Road residence?**

**Response: Both I&E and West Penn are unaware of any property damage at 586 Arden Road.**

- 7. How many down wires on the McGovern Circuit were West Penn's responders aware of before they started to repair the circuit?**

**Response: On the section of the McGovern circuit between poles 30718 and 138173, the West Penn responders were aware of three of the four locations with a wire down prior to starting repairs. The hazard responders believed they made safe the portion of the circuit that served 586 Arden Road by verifying that the fuse at pole 30718 was open, thereby eliminating the main feed.**

**However, the crew did not recognize that there was also a fuse at pole 32869, which remained closed. Following the repair of three down wire locations at poles 434596, 32869, and 450156, the line crew patrolled the line prior to closing the fuse at pole 30718. The line crew was not aware, and did not observe, the portion of the line that was down near 586 Arden Road. After closing the fuse at 30718 and re-energizing the circuit, the line crew heard a bang from the fuse operating at pole 32869, which then de-energized the portion of the circuit serving 586 Arden Road.**

**Attachment B provides a diagram for the wire down locations on Arden Road.**

- 8. Any other additional information pertinent to these events that can assist the Commission in making a determination in this matter.**

**Response: Effective February 1, 2022, guidelines were established for**

**response time improvement and effective communication between the Company's distribution control centers, customer contact centers, and 911 dispatchers for confirmed life/limb situations.**

**The updates included:**

**One-on-one communications between the 911 dispatcher and the distribution system operator to obtain specific details and a contact person on site, referred to as the incident commander, to understand the emergency situation; and**

**The "person on duty" operations supervisor is contacted to report to the location. Attachment C provides the Quick Reference Card guidelines for 911 Call Handling.**

**WHEREFORE**, the Pennsylvania Public Utility Commission's Bureau of Investigation and Enforcement and FirstEnergy Pennsylvania Electric Company respectfully request that the Commission accept the within Supplemental Record as responsive to the April 15 Order and approve the Joint Petition for Approval of Settlement as supplemented without modification and in its entirety as being in the public interest.

Respectfully submitted and filed by:

Date: May 15, 2025



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Grant Rosul  
Prosecutor  
PA Attorney ID No. 318204  
Pennsylvania Public Utility Commission  
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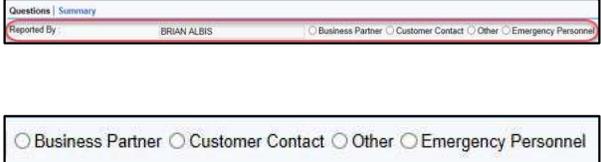
Date: May 15, 2025

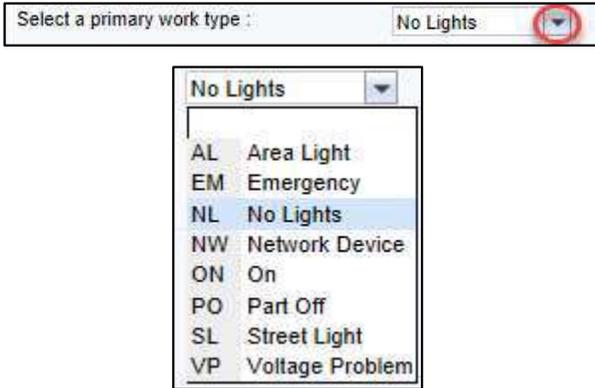
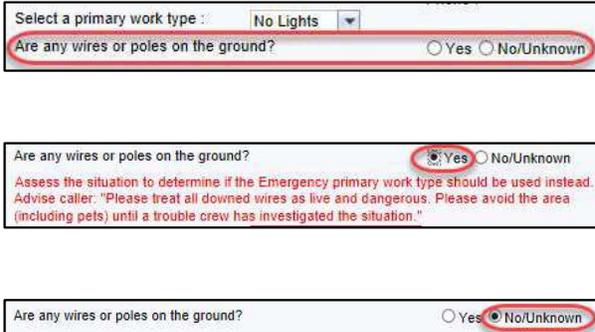


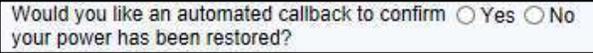
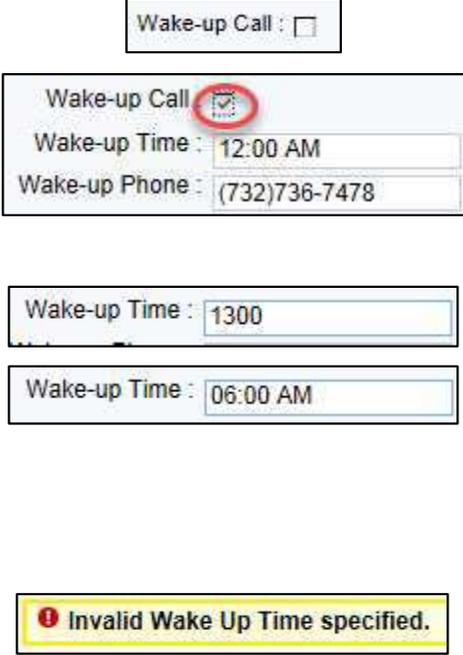
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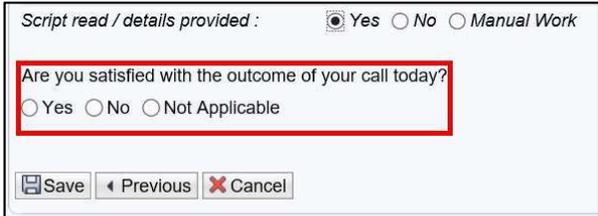
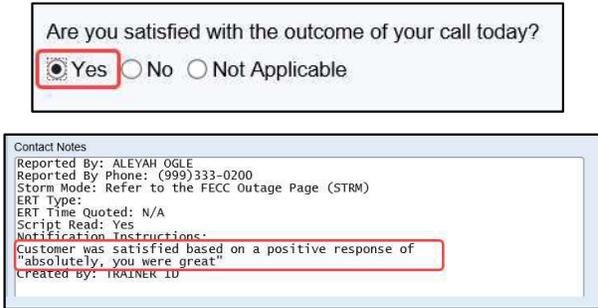
# CTT — BUSINESS PARTNER TROUBLE CALL

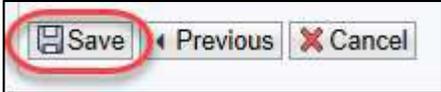
STEP	ACTION	VIEW
1	From the <b>Header Bar</b> , click the <b>CTT</b> button.	
2	<p>The <b>Create Trouble Ticket (CTT)</b> screen displays.</p> <p>Review the <b>Reminders</b> section, outlining when to select <i>Emergency</i> as the primary work type.</p>	
3	<p>On the <b>Questions</b> tab, select the appropriate radio button in the <b>Reported By</b> field (required):</p> <ul style="list-style-type: none"> <li>• <b>Business Partner</b></li> <li>• <b>Customer Contact</b></li> <li>• <b>Other</b></li> <li>• <b>Emergency Personnel</b></li> </ul> <p><i>Note: Enter the first and last name of the caller when selecting Other or Emergency Personnel radio buttons.</i></p>	
4	<p>The <b>Premise Phone</b> field automatically populates and can be updated when either the <b>Business Partner</b> or <b>Customer Contact</b> radio buttons are selected for the <b>Reported By</b> options.</p> <p><i>Note: When the Premise Phone is changed through the Create Trouble Ticket (CTT) process, it is also updated in CRM.</i></p>	
5	<p>Enter the phone number where the caller can be reached in the <b>Reported By Phone</b> field (required).</p> <p>Click the <b>Copy</b> button if the <b>Reported By</b> is either the <b>Business Partner</b> or <b>Customer Contact</b>.</p>	 

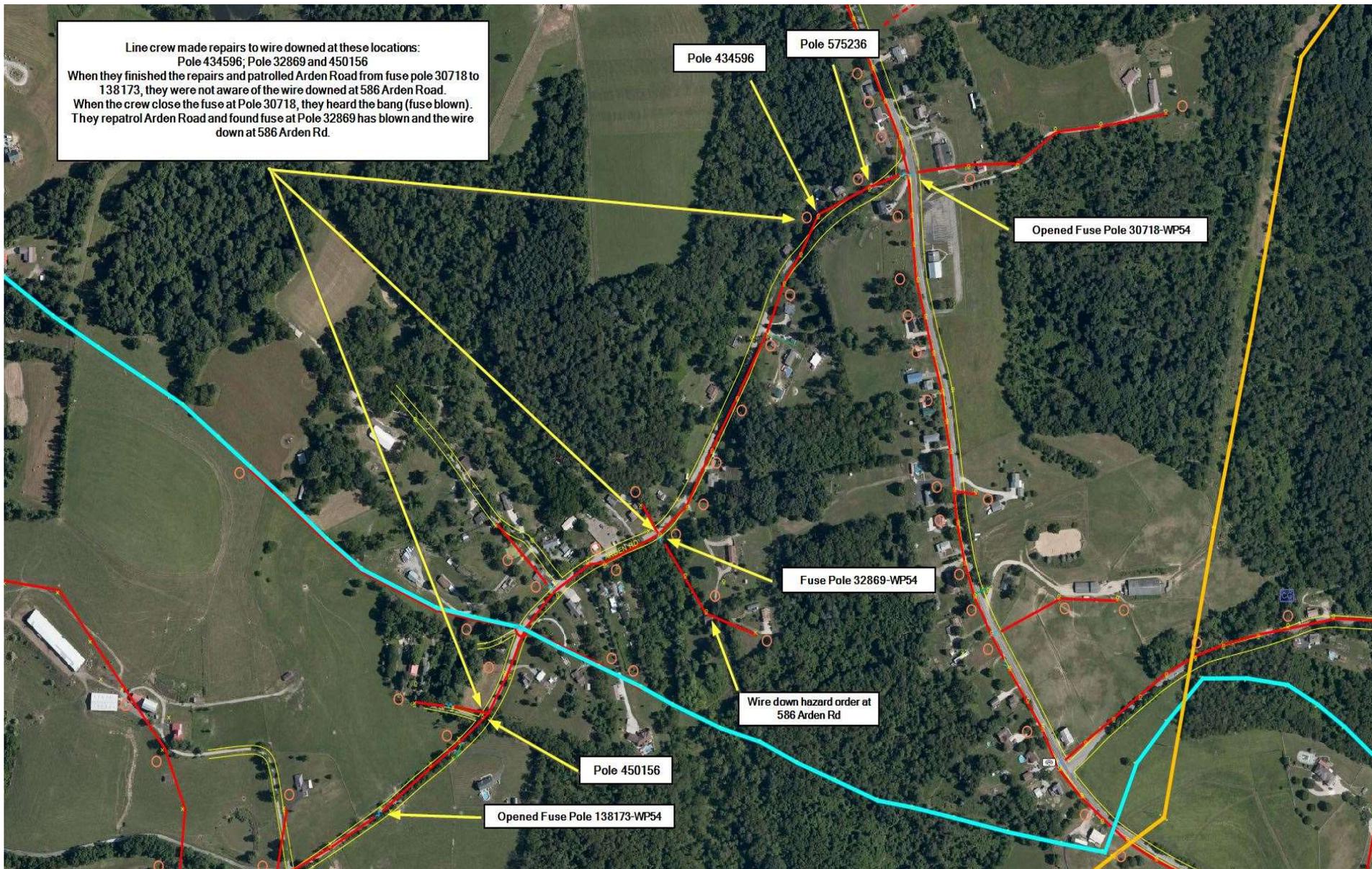
STEP	ACTION	VIEW
6	Click the drop-down arrow and select the applicable primary work type (required entry).	
7	<p>The question, <b>Are any wires or poles on the ground?</b> may display. Make the appropriate selection.</p> <p>If <b>Yes</b> is selected, additional text and scripting displays. Read the scripting to the caller.</p> <p>If <b>No/Unknown</b>, proceed to Step 8.</p>	
8	<p>Read the questions verbatim and answer accordingly.</p> <p><i>Note: Additional questions display based on the caller's answers.</i></p>	
9	Click the drop-down arrow in the <b>Select a secondary work type</b> field and select from the list of options (required entry).	

STEP	ACTION	VIEW
10	<p>If the caller has a qualifying situation, the question <b>Would you like an automated callback to confirm your power has been restored?</b> displays and must be read verbatim.</p> <p>If <b>Yes</b> is selected, proceed to Step 11.</p> <p>If <b>No</b> is selected, proceed to Step 12.</p>	
11	<p>If <b>Yes</b> is selected, the following options are presented:</p> <ul style="list-style-type: none"> <li>• Premise phone</li> <li>• Reported by phone</li> <li>• Other phone</li> </ul> <p><i>Note: If the Other phone option is selected, a phone number must be entered.</i></p>	
12	<p>To enter a <b>Wake-up Call</b>, place a check in the <b>Wake-up Call</b> box to display the <b>Wake-up Time</b> and <b>Wake-up Phone</b> fields.</p> <p><i>Note: The Wake-up Call is not advertised and should not be offered.</i></p> <p>The <b>Wake-up Time</b> can be entered in military time or non-military time. Enter AM or PM for non-military time.</p> <p><i>Note: The Wake-up Time must be at least 30 minutes in the future. If the time is less than 30 minutes, the date is set for tomorrow.</i></p> <p>If the <b>Wake-up Time</b> is set for less than 30 minutes, a message displays.</p>	
13	<p>Enter the phone number in the <b>Wake-up Phone</b> field.</p>	

STEP	ACTION	VIEW
14	<p>Enter documentation in the <b>Notification Instructions</b> section based on the prepopulated gray text.</p> <p>Enter comments, including:</p> <ul style="list-style-type: none"> <li>• Pole #</li> <li>• Cross Streets</li> <li>• Directions</li> <li>• Relevant Details</li> </ul> <p>Certain work types display <i>Required</i> documentation.</p> <p><i>Note: If Required displays, comments must be entered to continue.</i></p>	 
15	Click the <b>Next</b> button.	
16	The <b>Reminders</b> section on the <b>Summary</b> tab displays the work type created based on the selections made on the <b>Questions</b> tab and text referring customers to access outage information available on the FirstEnergy website.	
17	The <b>Outage Info</b> tab displays information about the current outage. This can be viewed at any time, but is not required.	
18	On the <b>Summary</b> tab, read the mandatory scripting verbatim.	
19	Click the <b>Yes</b> radio button next to the <b>Script read / details provided</b> field.	

STEP	ACTION	VIEW
20	<p><b>PA Residential Only</b></p> <p>Ask the question verbatim, <b>Are you satisfied with the outcome of your call today?</b></p> <ul style="list-style-type: none"> <li>• If yes, click the <b>Yes</b> button.</li> <li>• If response is a positive or affirmative other than yes, proceed to Step #21.</li> <li>• If no, negative, or uncertain click the <b>No</b> button and proceed to Step #22.</li> <li>• If satisfaction is not applicable or the call is disconnected prior to obtaining satisfaction, proceed to Step #23.</li> </ul>	
21	<p>If the customer responds with a positive or affirmative other than yes:</p> <ul style="list-style-type: none"> <li>• Select the <b>Yes</b> button.</li> <li>• Document all supportive information for the selection.</li> </ul>	
22	<p>If the caller is not satisfied, read the following <b>Customer Rights</b> script that displays in a pop-up box verbatim:</p> <p><i>“Because you have indicated that you are not satisfied, you have the right to contact the Public Utility Commission at 1-800-692-7380.”</i></p> <p>Click the <b>Ok</b> button to continue.</p>	

STEP	ACTION	VIEW
<p><b>23</b></p>	<p>If satisfaction is not applicable or the call is disconnected prior to obtaining satisfaction, click the <b>Not Applicable</b> radio button.</p> <p>Click the drop-down in the <b>Not Applicable Reason</b> field and select <b>Don't send DSPRTS</b>.</p>	 <p>The screenshot shows a survey question: "Are you satisfied with the outcome of your call today?". Below the question are three radio buttons: "Yes", "No", and "Not Applicable". The "Not Applicable" radio button is selected, indicated by a red arrow. Below the radio buttons is a text field labeled "Not Applicable Reason:" with a dropdown arrow on the right. The dropdown menu is open, showing a list of reasons: "CT Call Transferred", "D1 Send DSPRTS", "D2 Don't send DSPRTS", "MW Manual work", "OT Other", "PF Pos Id follow-up", and "RR Reports". The "D2 Don't send DSPRTS" option is circled in red. At the bottom of the form are three buttons: "Save", "Previous", and "Cancel".</p>
<p><b>24</b></p>	<p>Click the <b>Save</b> button to submit the trouble notification.</p>	 <p>The screenshot shows the bottom of the form with three buttons: "Save", "Previous", and "Cancel". The "Save" button is circled in red.</p>



## 911 Emergency Call Handling

### Life and Limb Emergency Calls

### Non-Life and Limb Emergency Calls

1. Search for premise, nearby premise, or 911 BP Account (911+ City/Twp./Borough\*)

- *If a premise or nearby premise is located: Repeat the address*
- *If using the 911 Business Partner: Repeat the City/Township/County*

2. Launch the **911** Call Code: Ask critical questions verbatim in the order that they appear.

3. Create 911 Trouble Ticket:

Questions | Work Types | Summary

Contact Name/ID:\* DISPATCHER 22

Agency Reporting Incident:\* 911 ERIE

Agency Phone Nu... 8145554444

4. Contact DCC Dispatch in the following situations:

MODE	EM/LL	SF En Route or On Site	No SF On Site
Non – Storm Mode	Must Conference 911 Life and Limb For ETA	Call DCC for ETA	Do Not Call DCC for ETA
Storm Mode		Do Not Call DCC for ETA	

5. For Life and Limb Situations advise the 911 dispatcher/caller with the following script:

*"Please stand by while I conference in the DCC for further instructions and the 911 ticket number."*

6. Once connected with the DCC, Provide the DCC with the *Situation/Location/Notification Number/ Incident Commander name and contact number*, even if it is the same as the caller. Ask the following questions:

- Do you have any further questions for the EM/LL notification?
- What is the ETA?

7. Update 911 Trouble Ticket with the ETA.

8. Provide ETA and 911 Trouble Ticket # to the 911 Dispatcher.

**\*\*\*EM/LL, VP/SV, or NL/SF: Notify a supervisor and provide the details and notification number, after creating the notification as outlined in the [911 Emergency Calls CNET Procedure](#)\*\*\***

## SAP DOWN 911 Questions

911 Emergency Life and Limb questions
<b><i>In the case SAP is down, reference the questions below verbatim to properly handle a 911 call:</i></b>
Are FirstEnergy wires, poles or equipment prohibiting emergency personnel from rescuing an individual or putting out a fire?
Is someone injured or in threat of danger due to electric service or equipment?
Are emergency personnel en route or on site?
Is power off in the surrounding area?
Is the power partially off?
Are any wires or pole on the ground?
Are FirstEnergy facilities blocking the roadway and causing a road closure?
If there is a road closure, what is the traffic volume at this location?

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Pennsylvania Public Utility Commission, :  
Bureau of Investigation and Enforcement :  
 :  
v. : Docket No. M-2024-3030738  
 :  
FirstEnergy Pennsylvania Electric Company :

**CERTIFICATE OF SERVICE**

I hereby certify that I have served a true copy of the foregoing **Supplemental Record to Joint Petition for Approval of Settlement**, dated May 15, 2025, upon the parties listed below in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a party).

**Service by Electronic Mail**

Tori Giesler  
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