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Tony Hoth,		
v.		Docket No.:
PPL Electric Utilities		C-2025-3057255
Corporation		
Further Call-In		
Telephonic Hearing		
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Pages 7 - 60

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

Tuesday, March 17, 2026  
Commencing at 10:07 a.m.

INDEX TO EXHIBITS

Docket No. C-2025-3057255

Hearing Date: March 17, 2026

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
PPL Exhibit 3	19	45
Initial Informal Complaint		
and Response		

PPL Exhibit 4	20	45
Mr. Hoth's Outage		
History		
PPL Exhibit 5	20	45
Work Order		
PPL Exhibit 8	48	53
PPL Electric Records		

**PPL ELECTRIC EXHIBIT NO. 3**

Opening Pending Mediations Informals Formals Admin

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**Informal Case View**

<a href="#">General</a>			
BCS Case No.	4082010	Case Notes	Count : 3 <a href="#">Detail...</a>
CSS Account No.	[REDACTED]	Received Date	08/01/2025
CSS Name	HEATHER HODDER	Due Date	08/30/2025
Name	TONY HOTH	Investigator Name	CASE POOL, BCS
Service Address 1	1414 KEYSTONE DR	Mailing Address 1	
Service Address 2		Mailing Address 2	
Service City, State Zip	HATFIELD, PA 19440-	Mailing City, State Zip	, -
PUC Address	1414 KEYSTONE DR,,HATFIELD,PA,19440-		
Service Class	RESIDENTIAL	Case Origin	PUC WEBSITE
Phone Number	[REDACTED]	Prior Case Number	4080704
Income Level		On Track	No
Reason For Contact	SERVICE (CO. FACILITIES) (# 48)		
Customer Position	CUSTOMER STATES THAT WHENEVER THERE IS A WEATHER EVENT, THEY EXPERIENCE A POWER OUTAGE. - RELIEF SOUGHT - CUSTOMER WANTS NUMBER OF POWER OUTAGES TO BE REDUCED, COMPANY EQUIPMENT TO FIXED SO IT CAN WITHSTAND BAD WEATHER AND A THOROUGH REVIEW OF ALL OF THE OUTAGES THAT HAVE OCCURRED AT THEIR RESIDENCE IN THE PAST 12 MONTHS. THE EMAIL ADDRESS [REDACTED] HAS BEEN ALLOWED TO BE SHARED.		
Company Position	06/22/2025 COMPANY ADVISED THEY WOULD CALL THE CUSTOMER BACK, BUT DID NOT		
Related Information			
Misc Info			
Heating	No	Service	On
Acct Bal Due Date	08/18/2025	Total Account Balance	300.53
Budget Bill Amount	307.00		
Arrearage	0.00	Reported Income Amount	0.00
Date of Last Customer Contact prior to Complaint			

<a href="#">Type Assignment</a>	
Case Type	Informal

<a href="#">Category and Section</a>	
Primary Category	Power Problem - Recurring Outages
Secondary Category	
Tertiary Category	
Assign To Section	Support Field Services-East-

<a href="#">Ownership</a>	
Contact Person	E169190 - Young,Jennifer
Written By	312163
Written By Date	08/28/2025

<a href="#">Other Information</a>			
Adults	0	Children	0
Amount Needed to Update Most Recent Payment Arrangement		Universal Service Program	No

<a href="#">Informal Final Report</a>
Details of the Company's Original Investigation
04/16/2025- The Company records indicate the customer contacted it to report a power problem. The Company issued an investigation order.

04/24/2025- The Company records indicate the customer contacted it to report a power problem. The Company issued an investigation order.

06/22/2025 - The Company records indicate the customer contacted it to report a power problem. The Company issued an investigation order. The Company records indicate the customer used its self-service tools to report this outage. The Company records do not support this customer speaking with a representative on this date.

07/26/2025 - The Company records indicate the customer contacted it to report a power problem. The Company issued an investigation order.

Company's Final Position to the Customer

The Company has no records to support it providing a position prior to the filing of this complaint case.

Details of Company's Investigation after BCS Contact

The Company records indicate a reliability engineer reviewed the customer's 2 year outage history and found that 12 of the customers outages were due to trees falling outside of PPLs right way. Eight (8) of the outages occurred during PUC reportable storms. PPL confirmed the last trimming cycle was in 2020, and is set to be trimmed in 2027. PPL engineer also determined there is a potential opportunity to install fuses as protective devices downstream from the customer to help isolate faults. A reliability engineer is going to conduct a study to determine if the fuses will coordinate if they are installed.

Two-year outage history:

08/12/2023 - 4 hour outage due to tree falling on distribution line during a PUC storm.

12/18/2023 - 19 hour outage due to tree falling on distribution line during a non-reportable PUC storm.

01/9/2024 -13 hour outage due to an unknown reason during a PUC reportable storm.

01/28/2024 -17 hour outage due to tree falling on distribution line.

08/9/2024 -9 hour outage due to tree falling on distribution line during a PUC storm.

10/14/2024 -4 hour outage due to unknown reason during a non-reportable PUC storm.

10/26/2024 -1 hour outage due to tree falling on distribution line.

11/1/2024- 1 hour outage due to tree falling on distribution line during a non-reportable PUC storm.

2/16/2025 - 19 hour outage due to tree falling on distribution line during a PUC storm.

03/7/2025 - 2 hour outage due to tree falling on distribution line during a non-reportable PUC storm.

04/15/2025 - 19 hour outage due to tree falling on distribution line during a PUC storm.

04/24/2025 - 4 hour outage due to tree falling on distribution line.

06/11/2025 - 2 hour outage due to a scheduled outage to makes repairs on the distribution line

06/22/2025 - 4 hour outage due to an unknown reason during a PUC reportable storm.

07/25/2025 - 19 hour outage due to tree falling on distribution line during a PUC storm.

07/25/2025 -8 hour outage due to tree falling on distribution line during a PUC storm.

Company's Final Position to BCS

PPL Electric Utilities will continue to strive on delivering reliable power for our customers.

Vegetation induced outages are the number one cause of outages system wide. Often these outages are caused by trees, outside of PPL's ROW, with no outward indication of decline during storm events.

PPL proactively trims vegetation on a cyclical basis and monitors system performance to look for poor performing feeders. Poor performing feeders are evaluated for either a mid-cycle treatment or accelerated maintenance depending of the inspection findings.

Hazard trees patrols are performed during maintenance to remove imminent threats and prioritized based on customer impact.

PPL EU uses reasonable diligence to preserve continuity of service (PPL Tariff Rule 4.F.1) but cannot guarantee against interruptions.

PPL EU will continue to strive on delivering reliable power for our customers.

PPL EU is continuously looking for new ways to integrate technology into our system in order to help with reliability.

Tariff Rule 4F(1)  
 CONTINUITY (1) The Company uses reasonable diligence to preserve continuity of service, but in the event of interruption or curtailment of service, Company shall not be subject to any liability, penalty or payment for or on account of any such interruption or curtailment nor shall the application of the rate schedule to the regular billing period be affected.

Tariff Rule 5A  
 CUSTOMER'S RESPONSIBILITY (C) The customer assumes full responsibility for the energy and facilities at and beyond the point of delivery. Interruption of service and variation in supply characteristics (including, but not limited to, high or low voltage, operation of protection or control devices, single phasing of three phase service, and phase reversal) can occur. To prevent or limit damage from such events it is Customer's responsibility to purchase and install protective devices and/or install or otherwise provide for alternate power supplies that are available from third parties to protect Customer's facilities and property. The customer's use of service shall not cause damage to Company's equipment or impair this service to other customers. The foregoing provisions do not change the Company's duty and responsibility to provide safe and adequate service to the point of delivery.

As stated in PPL's REMSI Rule 33. PPL EU does not claim to provide power to its customers who are free from impulses, sags, surges or noise.

**RULE 33 - CUSTOMER'S EQUIPMENT - QUALITY OF POWER**

a. PPL EU Does Not Claim to Provide Disturbance Free Power:  
 PPL EU does not claim to provide power to its customers which is free from impulses, sags, surges or noise.

Power line disturbances result from many factors, and should generally be expected to be present on the utility power distribution system. There is little PPL EU can do to eliminate most power line disturbances.

Many of the disturbances seen by the customer's equipment are caused either by the affected customer, by other customers connected to the same service system or by the normal operation of equipment on the utility distribution system. If the Customer requires disturbance free (conditioned) power for their equipment, it is the customer's responsibility to provide the necessary conditioning at the customer's expense.

b. Customer Selects Power Conditioning Equipment:  
 Customers should determine the criticality of their operations and then select the necessary power supply conditioning equipment to meet their requirements. Equipment such as surge and transient suppressors, filters, isolation sets, uninterruptible power supplies and magnetic power synthesizers are available to mitigate power line disturbances. Customers should contact their equipment provider for the availability and type of power conditioning equipment needed for their installation.

[Analysis Information](#)

Justified	Not Analyzed
<b>No Analysis Items Found</b>	

Return To Search	Case History	Print	Delete
Violations	Decision	Analysis	Change State
Dismiss			

Opening Pending (1) Mediations Informals Formals Admin

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## Decision Detail

General			
BCS Case No.	4082010	CSS Account No.	██████████
Customer Name	TONY HOTH	Investigator Name	CASE POOL, BCS
Address 1	1414 KEYSTONE DR	Service Class	RESIDENTIAL
Address 2		Case Origin	PUC WEBSITE
City, State Zip	HATFIELD , PA 19440	Head Date	09/05/2025
Service Restore Amount	0.00	Current Monthly Payment	0.00
Service Continue Amount	0.00	Service Continue Date	
Decision Issue	No	Ending Monthly Payment	0.00
Chapter		Oral/Written	Written
Section Rule		Violation	NO
Total Balance	300.53	Closed Date	09/04/2025
Reconnect Amount	0.00	Balance Date	09/04/2025
Special Budget Amount	0.00	Regular Budget Amount	307.00
Arrears Payment Plus	0.00	Final Monthly Payment	0.00
Resolution	DISMISSAL LETTER ISSUED: I SPOKE WITH THE CUSTOMER AND EXPLAINED THE COMPANY'S POSITION. CUSTOMER IS NOT SATISFIED WITH THE COMPANY'S POSITION. CUSTOMER INTENDS TO OPEN A FORMAL COMPLAINT. I GAVE THE CUSTOMER THE CONTACT INFORMATION TO THE SEC BUREAU TO OPEN A FORMAL COMPLAINT. CUSTOMER AGREED TO CLOSE THE INFORMAL COMPLAINT.		
Terms			
Letter Description	SHORT BLANK LETTER		

Action Required Options
-------------------------

Action Required	<input type="radio"/> Yes <input checked="" type="radio"/> No		
WorkQ Category	<input type="text"/>		
Sub Category	<input type="text"/>		
Up Front Amount	<input type="text"/>	Up Front Due Date	<input type="text"/>
Bill Type	<input type="text"/>		
Plus Amount	<input type="text"/>		
Beginning Date	<input type="text"/>		
Write-Off Amount	<input type="text"/>		
Comments	BCS#4082010 DEC CLOSED09/04/2025-CUSTOMER IS NOT SATISFIED WITH THE COMPANY'S POSITION. CUSTOMER INTENDS TO OPEN A FORMAL COMPLAINT.CUSTOMER AGREED TO CLOSE THE INFORMAL COMPLAINT.		
Processed By	E180613	Processed Date	9/4/2025 3:36:32 PM

[Return to Case](#)

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**PPL ELECTRIC EXHIBIT NO. 4**

## Customer History

### Customer Information:

Bill Account Number	Customer Name	Customer Type	Service Address	Area Code	Primary Phone	Transformer	Map Links
██████████	HEATHER HODDER	Individual	1414 KEYSTONE	215	██████████	██████████	Google Maps

### OMS Outage History:

Trouble Date & Time	Restored Date & Time	Duration	Job Number	Order Description	Cause	Weather Type	Comments
11/18/2021 3:17:00 PM	11/18/2021 8:30:00 PM	313	6272660-1	NL Order	Trees-Not Trimming Related	Wind	::MDT No Required Permit per E183759 :::MDT No Required Permit per E183759 ::::MDT Additional Manpower Needed::Crew:E153472::Comments:Need 4 man crew and flaggers for wire down and trees::Date:November 18th 2021, 5:48:29 pm::21013111
12/6/2021 10:23:45 PM	12/7/2021 5:07:00 PM	1124	6280573-1	NL Order	Trees-Trimming Related	Wind	::MDT Required Permit182441-2 as per E182441 :::MDT Additional Manpower Needed::Crew:E39160::Comments::Date:December 7th 2021, 9:38:49 am::  ██████████ - 2 spans of primary down, truck accessible and customer states we can go through his yard to make repairs.
2/18/2022 8:08:13 AM	2/18/2022 6:05:00 PM	597	6329466-1	NL Order	Trees-Trimming Related	Wind	::MDT Required Permit1777897-2 as per E177897 ::██████████ reported wires down
12/23/2022 3:21:56 PM	12/24/2022 1:00:00 PM	1299	6509408-1	NL Order	Trees-Trimming Related	Wind	::MDT No Required Permit per E153472 :::MDT undefined::Crew:E153764::Comments:Order Assessed::Date:December 24th 2022, 9:44:04 am::

3/14/2023 1:50:59 PM	3/14/2023 9:38:00 PM	468	6542505-1	NL Order	Trees-Not Trimming Related	Wind	::MDT No Required Permit per E176499 ::
8/12/2023 5:43:50 PM	8/12/2023 9:57:00 PM	254	6997023-1	NL Order	Trees-Not Trimming Related	Lightning	::MDT No Required Permit per E34548 ::
12/18/2023 12:00:39 AM	12/18/2023 7:10:00 PM	1150	7126262-1	NL Order	Trees-Not Trimming Related	Wind	::MDT No Required Permit per E161071 :::MDT Additional Manpower Needed::Crew:E04929::Comments:Opened SBD at [REDACTED] closed tap/crew to patrol in AM and repair if needed/was not closed for test::Date:December 18th 2023, 3:21:18 am::
1/9/2024 8:00:34 PM	1/10/2024 8:55:00 AM	775	7136424-1	NL Order	Nothing Found (Explain)	Wind	::MDT No Required Permit per E04750 ::
1/28/2024 9:18:17 AM	1/28/2024 9:56:00 PM	758	7152531-1	NL Order	Trees-Not Trimming Related	Rain	::MDT No Required Permit per E34548 Foreign utilities need to transfer to new pole At grid [REDACTED]; Foreign Utility - Notify them that repairs are required; WAM WR Created; :::MDT undefined::Crew:E179703::Comments:Order Assessed::Date:January 28th 2024, 2:01:25 pm::PA1 20240280071 dig time 1345/pole [REDACTED] 1000--Morinelli en route [REDACTED] 2 Rte 113/tree on wire
8/9/2024 4:55:40 PM	8/10/2024 1:40:00 AM	525	7319836-1	NL Order	Trees-Not Trimming Related	Wind	::MDT No Required Permit per E161071 :::MDT undefined::Crew:E187735::Comments:Order Assessed::Date:August 9th 2024, 7:11:59 pm::

10/14/2024 12:54:02 PM	10/14/2024 4:50:00 PM	236	7485095-1	NL Order	Nothing Found (Explain)	Not a Factor	::MDT No Required Permit per E179703 Nothing found after multiple patrols , Customer - All connections OK::
10/26/2024 2:23:13 PM	10/26/2024 3:36:00 PM	73	7626414-1	NL Order	Trees-Not Trimming Related	Wind	::MDT No Required Permit per E186680 ::
11/1/2024 12:49:23 PM	11/1/2024 1:52:00 PM	63	7628854-1	NL Order	Trees-Not Trimming Related	Wind	::MDT No Required Permit per E186680 ::
2/16/2025 7:12:00 PM	2/17/2025 2:03:00 PM	1131	7749084-1	NL Order	Trees-Not Trimming Related	Wind	Replay of 7735691-RN ::MDT Additional Manpower Needed::Crew:E153472::Comments::Date:February 17th 2025, 12:58:59 am:::MDT undefined::Crew:E166766::Comments:Order Assessed::Date:February 16th 2025, 9:31:03 pm:: - Top of the pole is snapped off, 45 class 3 pole, could use pole top extension instead of pole replacement. PA1 for pole # [REDACTED]. PA1# 2025-045-0096. DIGTIME - 0915 (2/17/2025)
3/7/2025 2:34:38 AM	3/7/2025 4:30:00 AM	116	7746539-1	NL Order	Trees-Not Trimming Related	Wind	::MDT Required Permit171342-2 as per E171342 ::Wire down and energized. LBD opened at 03:29 to de-energize line so it can be restored.
4/15/2025 4:27:22 PM	4/16/2025 11:32:00 AM	1145	7764377-1	NL Order	Trees-Trimming Related	Wind	::MDT No Required Permit per E190884 ::

4/24/2025 7:10:31 PM	4/24/2025 11:16:00 PM	246	7770080-1	NL Order	Trees-Not Trimming Related	Not a Factor	::MDT Required Permit171717-1 as per E171717 Pole needs fiberglass pole top installed w/ tap switch temporarily closed loop.; Permanent repairs required at: (explain); WAM WR Created; ::
6/11/2025 12:30:12 PM	6/11/2025 2:38:00 PM	128	7799451-1	NL Order	Scheduled Outage	Not a Factor	Jason Sylvester
6/22/2025 2:20:20 PM	6/22/2025 6:13:00 PM	233	7806230-1	NL Order	Nothing Found (Explain)	Rain	.
7/25/2025 2:46:00 AM	7/26/2025 12:12:00 PM	1136	7829481-1	NL Order	Nothing Found (Explain)	Rain	Snyder-manual dispatch COC span primary down.
7/25/2025 5:16:47 PM	7/26/2025 1:30:00 AM	494	7829061-1	NL Order	Trees-Trimming Related	Rain	::MDT No Required Permit per 323446 wire down broke the wire at open LBD at to isolated the section. will need crew with 2 high and 2 low to put wire back up in the wood(no bucket access); Permanent repairs required at: (explain); WAM WR Created; wire down broke the wire at open LBD at to isolated the section. will need crew with 2 high and 2 low to put wire back up in the wood(no bucket access), Other (explain)::
10/7/2025 2:22:38 PM	10/7/2025 4:37:00 PM	135	7861619-1	NL Order	Trees-Trimming Related	Wind	::MDT Required Permit323446-1 as per 323446 ::

**PPL ELECTRIC EXHIBIT NO. 5**

HxGN EAM

Work Materials Equipment Purchasing

Tenant: PRD | User Group: DESIGN\_ENG

Work Order 13058280 DRPD-OH-██████████ Install Fusing and Reconductor

Record View Checklist Activities Addresses Comments Cost Summary Children Documents Parts Requisitions Book Labor Materials Sta More

13058280 - DRPD-OH-██████████  
Parent Work Order:  
ER Number: 288131-EAM  
Legacy Work Order:

- Remove fuse at ██████████ and replace with 30k towards 5637
- Remove fuse at ██████████ and install 30k at ██████████ Replace pole ██████████
- Reconductor all 1ph primary to XLP downstream of ██████████ include all taps except ██████████

Created: 02/06/2024 16:02  
Nichols, Rasean Allen (RNICHOLS@PPLWEB.COM)

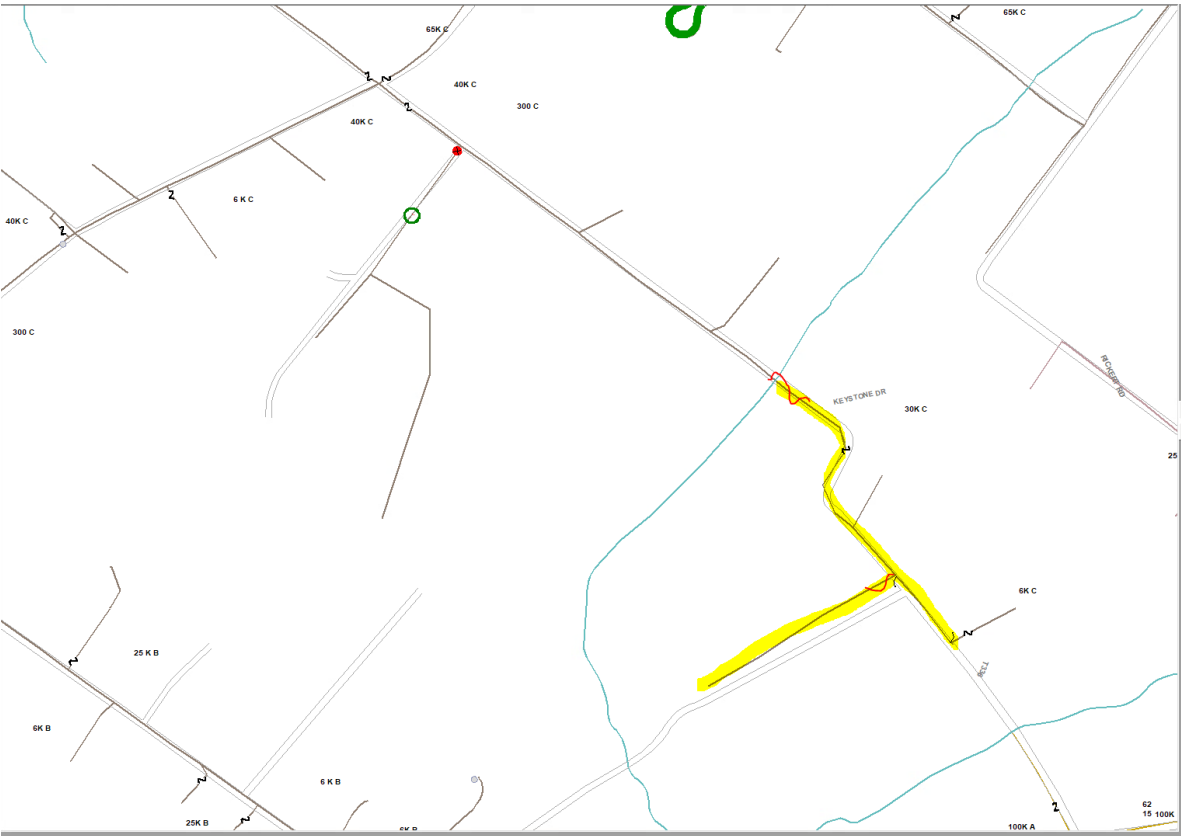
Modified: 09/24/2025 10:32  
Nichols, Rasean Allen (RNICHOLS@PPLWEB.COM)

288131-EAM  
Created: 04/28/2025 13:32  
Datbridge Internal User (DATBRIDGEINTERNALUSER)

uploaded to COC sharepoint  
Created: 10/15/2025 11:52  
Moyer, Becky (BMOYER2@PPLWEB.COM)

Start Center Compatible Units Library Parts Work Orders

Assist  
Powered by Skyline



The red symbols are fuses we will be installing, and the highlighted yellow is the primary that will be reconducted.

**PPL ELECTRIC EXHIBIT NO. 8**

Below is our current circuit progress. Remaining units should be completed by end of PPL Electric Exhibit No. 8  
Page 1 of 1

Work Type (unit)	Completed	Remaining
Removal (trees)	102	40
Trimming (feet)	31,100	7,175
Brush (acres)	3.4	3