



Company (“Penelec”), and Pennsylvania Power Company (cited as “Joint Comments”). The Joint Comments attempt to show that there has not been a deterioration in the reliability of service received by customers of those utilities. In that regard, and several others, the Joint Comments are incorrect and contain numerous assertions that are inaccurate. Therefore, AFL-CIO files these Reply Comments to respond to the Joint Comments.

The Joint Comments characterize the apparent deterioration in outage statistics for Met Ed and Penelec as being the result of “the new data collection and outage management system” installed by those companies. Joint Comments at 6. Those companies also contend that their customers are satisfied with the reliability and quality of their electric service, citing to the Customer Service Performance Report from the Commission’s Bureau of Consumer Services (“BCS”). Joint Comments at 16-17.

These assertions are inaccurate and largely irrelevant to this proceeding.

It is true that those companies installed new computer facilities to track outages. In theory, it is possible that the mere fact of changing data collection methods could have some effect on the statistics reported. The Companies, however, have not shown that this has occurred. Indeed, logically one would think that the installation of automated systems would be just as likely to decrease the length of outages (reporting when service was restored with greater precision) as it would be to increase them. More importantly, though, reliability statistics are just one indication that there has been a serious decline in the level of reliability experienced by the customers of Met Ed and Penelec, as discussed below.

Moreover, while BCS does collect information on utility outages, that information is not contained in the Customer Service Performance Report. Rather, that report is limited to evaluating utilities' "telephone access, billing, meter reading, and disputes not responded to within 30 days." Customer Service Performance Report for 2002, p. 3. That is, the Customer Service Performance Report evaluates utilities' call center operations; it has absolutely nothing to do with the safety and reliability of physical, distribution service to customers.

In another report, however, BCS does compile data concerning complaints received about electric utilities' service interruptions. The annual Utility Consumer Activities Report and Evaluation breaks down the complaints received by BCS for each utility. One of those complaint categories for electric utilities is "service interruptions."

Table 1, attached to these Reply Comments, summarizes the service interruption data for the electric industry as a whole and for GPU (the combination of Met Ed and Penelec) from 1996 through 2002. Table 1 shows that far from being satisfied, Met Ed and Penelec customers have been forced to complain to BCS with increased frequency about service interruptions. In 1996, before restructuring, BCS received only 26 complaints about service interruptions from Met Ed and Penelec customers. In 1997, again before restructuring became effective, the figure was slightly lower – only 19 complaints about service interruptions for the two companies combined. By 2002, however, that figure had increased more than five-fold to 135 complaints about service interruptions. Moreover, in 1996 and 1997, fewer than 9% of the complaints received by BCS from Met Ed and Penelec customers concerned service interruptions. In 2002, more than 27% of those complaints concerned service interruptions.

A similar, but less extreme, trend has been seen for the industry as a whole. In 1996 and 1997, fewer than 8% of complaints received by BCS concerned service interruptions. In 2002, that figure had doubled to over 15% of complaints being related to interruptions. (The industry-wide figures also show a tripling of the number of service interruption complaints from 1997 to 2002.)

The data on Table 1 also indicate that the performance of Met Ed and Penelec has lagged behind the rest of the industry in Pennsylvania. In 1996 and 1997, Met Ed and Penelec accounted for approximately 20% of all service interruption complaints statewide. This is roughly proportionate to the number of customers served by those companies. According to BCS, Met Ed and Penelec served 904,721 residential customers in 1996, which is 19.7% of all residential electric customers served by major electric utilities in that year. 1996 Utility Consumer Activities Report and Evaluation, Appendix G, Table 1. By 2002, however, Met Ed and Penelec accounted for more than 45% of all electric service interruption complaints received by BCS.

Thus, while the performance of the electric industry as a whole has deteriorated since 1996, the level of deterioration experienced by Met Ed and Penelec is far worse than the other utilities.

In addition to BCS records of customers' telephone complaints, the Commission's records of formal complaints also show significant, on-going reliability problems at Met Ed and Penelec. Tables 2 and 3 attached to these Reply Comments contain summaries of formal complaints from the Commission's New Case database that have been filed against Met Ed (Table 2) and Penelec (Table 3) from December 2001 through September

2003. The database shows that 95 reliability-related complaints were filed against Met Ed or Penelec during that 22-month period.

Further, the summaries in Tables 2 and 3 show that these complaints are raising very serious reliability-related issues. Customers are complaining about prolonged outages, frequent power surges and interruptions, and even patterns of repeated outages over an extended period of time (“50 [outages] in less than 3 years”; “consistent power outages roughly once a week”; “power outages 4 times in the past year ... sometimes last[ing] for days”).

In summary, while there may be some questions concerning the precise reliability statistics for Met Ed and Penelec, there can be no doubt about the severity of the reliability problem being experienced by their customers. There also is no doubt that the reliability of service received by those customers today is significantly worse than it was prior to electric restructuring. Rather than accepting Met Ed’s and Penelec’s unsupported assertions about the effect of its new software on its statistics, the Commission should focus on the companies’ customers and conclude that there is a serious problem that needs to be addressed.

The enhanced reporting requirements and more stringent outage standards proposed by the Commission are an important step in addressing that problem. In fact, as explained in the Comments of AFL-CIO and the Office of Consumer Advocate, the Commission’s proposals actually do not go far enough toward remedying the problem and implementing the “no deterioration” standard in the Choice Act.

There can be no question, however, that the position of Met Ed and Penelec must be rejected. Those companies in particular have allowed the reliability of their

distribution service to deteriorate significantly since 1996. That trend must be reversed so that their customers can again experience safe and reliable electric service.

Respectfully submitted,

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**Table 1**  
**Service Interruption Complaints to the Bureau of Consumer Services**  
**GPU and All Major Electric Utilities, 1996 to 2002**

	All Major Electric Utilities			GPU			GPU Service Interruption as % of Major Electrics
	Service Interruption	All Complaints	Percent of Total	Service Interruption	All Complaints	Percent of Total	
1996	130	1,735	7.5%	26	281	9.3%	20.0%
1997	89	1,504	5.9%	19	274	6.9%	21.3%
1998	157	1,812	8.7%	40	316	12.7%	25.5%
1999	382	2,851	13.4%	115	475	24.2%	30.1%
2000	246	3,080	8.0%	92	616	14.9%	37.4%
2001	164	1,995	8.2%	54	482	11.2%	32.9%
2002	296	1,891	15.7%	135	490	27.6%	45.6%

Source: Pa. PUC, Utility Consumer Activities Report and Evaluation, App. C, Table 1 for each year from 1996 through 2002.

Note: For GPU, 1996 is the total of Met Ed and Penelec

Table 2  
Reliability Complaints Against Metropolitan Edison Co.  
Dec. 2001 to Sept. 2003

Docket	Complainant	Date	Summary
C-20016555	METZ, WILLIAM F.	12/4/2001	COMPLAINANT STATES PRIMARY POWER LINES ON TWO SIDES OF TREE. THE POWER CO WAS SUPPOSE TO CUT DOWN FOR LAST SIX YEAR'S BUT EACH YEAR THEY TELL THEM NEXT YEAR. WANTS THE PUC TO MAKE GPU DO WHAT THEY AGREED TO DO FOR THE LAST SIX YEAR'S, CUT TREE AND MAKE IT SAFE FOR THEM AND THEIR NEIGHBORS TO WALK IN THEIR YARD AND DOWN THE STREET.
C-20016649	JONES KIM L	12/12/2001	COMPLAINANT STATES APPROXIMATELY TWO YEARS AGO, HURRICAN FLOYD SNAPPED THE BOTTOM OF TWO TELEPHONE POLES. ONE IS ACROSS THE STREET FROM HIS HOUSE AND THE OTHER IS LEANING RIGHT OVER THE FRONT OF HIS HOUSE. SOMEONE TOOK THE TAGS OFF THE POLE AND EACH UTILITY COMPANY DENIES OWNERSHIP PLACING THE BLAME ON EACH OTHER. HE WANTS THE PUC TO KEEP THE CASE OPEN UNTIL THE POLE LEANING ON HIS HOUSE AND THE ONE ACROSS THE STREET ARE TAKEN OUT, AND THE WIRES ARE REPLACED.
C-20026847	AUTO BODY TECHNICIANS INC.	2/6/2002	COMPLAINANT STATES THAT THE POWER FROM THE TRANSFORMERS FLUCTUATES, CAUSING PROBLEMS WITH THEIR EQUIPMENT. HE WANTS THE PROBLEM FIXED.
C-20039529	RUPP, WILLIAM	2/20/2002	COMPLAINANT STATES ADNORMAL AMOUNT OF POWER OUTAGES. COMPLAINANT STATES THIS IS BECAUSE OF THE OLD OUTDATED, SUB STANDARD LINES & EQUIPMENT. HE WANTS METED TO REPAIR/REPLACE OLD LINES & EQUIPMENT.
C-20027134	ST. PETER'S LUTHERAN CHURCH	3/11/2002	COMPLAINANT STATES THAT A THIRD POWER SURGE DESTROYED THEIR COPY MACHINE AND FAX MACHINE, AND THEY WOULD LIKE GPU TO TAKE SOME RESPONSIBILITY.
C-20027222	CRONE, R.E.	3/19/2002	COMPLAINANT STATES THAT REPAIR SERVICE IS POOR AND VERY SLOW. HE WANTS IMPROVED SERVICE AND NO RATE INCREASES.
C-20027465	TOP STAR INC RIEGELSVILLE STATION/	4/15/2002	COMPLAINANT STATES THAT A TRANSFORMER BLOWING OUT CAUSED MAJOR ELECTRICAL DAMAGES AT HIS GAS STATION, AND THEY WANT GPU/ MET ED TO PAY FOR THE DAMAGES.
C-20028093	BARE, ROBERT C.	7/5/2002	COMPLAINANT STATES HE LOST ELECTRICITY FOR OVER 39 HOURS. HE WANTS PUC TO REQUIRE MET-ED TO RESTORE POWER OUTAGES WITHIN A REASONABLE PERIOD OF TIME.
C-20028139	BROWN, FRANCIS T.	7/12/2002	COMPLAINANT STATES ELECTRIC SERVICE WAS INTERRUPTED 7 TIMES ON 7/3/02. HIS WIFE IS ON OXYGEN AND HAD A DIFFICULT TIME. COMPANY TOLD HIM POWER WOULD GO BACK ON WHEN SUN WENT DOWN. THE NEXT DAY IT WENT OFF AGAIN. DURING LAST YEAR EVERY TIME THEY HAVE MODERATE TO HIGH WINDS THE POWER GOES OFF. HE WANTS PUC TO COMPEL COMPANY TO PROVIDE SERVICE HE IS PAYING FOR.
C-20028155	ESCHELMAN, ROBERT AND MARJORIE	7/16/2002	COMPLAINANT STATES THERE WERE 6 OUTAGES ON 7/3/02 AND A 5 HOUR OUTAGE ON 7/4/02. HE WANTS AN UPGRADE TO THE SYSTEM IN HIS AREA TO BETTER FURNISH INCREASED DEMAND DUE TO HOMES BEING BUILT AND HOT WEALHTHER.
C-20028215	CLAY, ROBERT	7/25/2002	COMPLAINANT STATES OVER THE PAST YEAR THERE HAVE BEEN AN INCREASING NUMBER OF SERVICE INTERRUPTIONS AND POWER SURGES. THESE OUTAGES PLACE THE HEALTH OF A FAMILY MEMBER AT RISK. ALSO DURING OUTAGE THEY HAVE NO WATER SINCE THEY HAVE A WELL. HE WANTS PUC TO ORDER GPU/FIRST ENERGY TO MAKE PERMANENT REPAIRS TO LINES AND HAVE SERVICE INTERRUPTION PROTECTION BUILT INTO SERVICE. HE ALSO WANTS THE COMPANY TO FILE A REPORT AND WANTS A FINE IMPOSED ON COMPANY.
C-20028334	BAILEY, ROGER A.	8/13/2002	COMPLAINANT STATES THAT THEY HAVE HAD FREQUENT POWER OUTAGES, MAYBE FIFTY IN LESS THAN THREE YEARS. HE WANTS MET-ED TO DO WHATEVER IS NECESSARY TO COR- RECT IT.
C-20028350	ZASO, ANDREW	8/19/2002	COMPLAINANT STATES HE HAS CONSISTENT POWER OUTAGES ROUGHLY ONCE A WEEK. NO ONE RETURNS HIS CALLS. HE HAS REPAIRED VARIOUS APPLIANCES DUE TO BROWN AND BLACKOUTS. HE WANTS PUC TO MAKE MET-ED FIX THE PROBLEM.

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C-20028393	GROSS, GARY E.	8/28/2002	COMPLAINANT STATES THEY HAVE HAD CONSTANT POWER OUTAGES FOR OVER 25 YEARS. NEIGHBOR 3 DOORS AWAY NEVER HAS THESE OUTAGES. HE WOULD LIKE PUC TO MAKE THEM REPAIR THIS PROBLEM ONCE AND FOR ALL.
C-20028394	LAWRENCE, ROBERT	8/28/2002	COMPLAINANT STATES THE FREQUENCY AND DURATION OF POWER OUTAGES HAS DRAMATICALLY INCREASED IN THE LAST 6 MONTHS. ONE LASTED ALMOST 20 HOURS. HE WAS TOLD DELAYED RESPONSE/RESTORATION WAS DUE TO LIMITED CREWS AVAILABLE. HE WANTS PUC TO INVESTIGATE MET-ED'S RECENT PERFORMANCE AND ENSURE STAFF IS AVAILABLE FOR EMERGENCY RESTORATIONS.
C-20028395	ENGLER, PHYLLIS M.	8/28/2002	COMPLAINANT STATES THAT ON 8/2/02 THEY LOST ELECTRIC SERVICE. AFTER MANY TRIES TO EMERGENCY PHONE NUMBER, SHE FINALLY REACHED A HUMAN BEING. AN OUTSIDE CONTRACTOR CAME THE NEXT DAY AND FINALLY SAID THEY DID NOT HAVE THE EQUIPMENT TO DO REPAIRS. MET-ED FINALLY FIXED PROBLEM AFTER 23-24 HOURS. SHE WANTS AN INVESTIGATION OF PHONE SYSTEM BEING USED ESPECIALLY AFTER NORMAL HOURS. SHE ALSO WANTS TO KNOW WHY AN OUTSIDE CONTRACTOR WAS DISPATCHED WITHOUT PROPER EQUIPMENT AND HOW MANY QUALIFIED LINEMEN ARE ASSIGNED TO HANDLE PROBLEMS.
C-20029157	CRALEY, MATTHEW	1/2/2003	COMPLAINANT STATES THAT IT TOOK MET-ED TWO WEEKS TO REPAIR AN ELECTRIC WIRE IN A TREE THAT CAUGHT FIRE, AND THEY DAMAGED HIS YARD. HE WANTS IT TO BE INVESTIGATED AND THE DAMAGE REPAIRED.
C-20039195	BOSSERMAN, GUILFORD E."ET AL"	1/10/2003	COMPLAINANT STATES THAT THEY EXPERIENCE FREQUENT POWER OUTAGES, OFTEN FOR LONG PERIODS. HE THINKS THEY COULD PREVENT SOME OF THIS BY TRIMMING TREES AND RELOCATING POLES AND LINES.
C-20039251	IORELLI, SALVADOR	1/17/2003	COMPLAINANT DOES NOT BELIEVE THERE IS A REASONABLE EXCUSE FOR THE LOSS OF POWER FROM DECEMBER 25 TO 28. HE WANTS IT TO BE INVESTIGATED AND CORRECTED SO RELIABILITY IMPROVES.
C-20039364	VAGOVSKY, LILLIAN	1/30/2003	COMPLAINANT STATES THAT THEY HAVE EXPERIENCED FREQUENT POWER OUTAGES, OFTEN FOR MORE THAN 6 HOURS. THEY WANT THIS TO BE INVESTIGATED AND CORRECTED.
C-20039365	GLOSTER, RICHARD	1/30/2003	COMPLAINANT STATES THAT THEY HAVE EXPERIENCED FREQUENT POWER OUTAGES, OFTEN FOR MORE THAN 6 HOURS. THEY WANT THIS TO BE INVESTIGATED AND CORRECTED.
C-20039366	PEACHMAN, WILLIAM	1/30/2003	COMPLAINANT STATES THAT THEY HAVE EXPERIENCED FREQUENT POWER OUTAGES, OFTEN FOR MORE THAN 6 HOURS. THEY WANT THIS TO BE INVESTIGATED AND CORRECTED.
C-20039367	SUTTON, JACK	1/30/2003	COMPLAINANT STATES THAT THEY HAVE EXPERIENCED FREQUENT POWER OUTAGES, OFTEN FOR MORE THAN SIX HOURS. THEY WANT THIS TO BE INVESTIGATED AND CORRECTED.
C-20039368	PEDERSON POND ROAD MAINTENANCE ASS	1/30/2003	COMPLAINANT STATES THAT THEY HAVE EXPERIENCED FREQUENT POWER OUTAGES, OFTEN FOR MORE THAN SIX HOURS. THEY WANT THIS TO BE INVESTIGATED AND RESOLVED.
C-20039375	STOFKO, MARTIN	1/30/2003	COMPLAINANT STATES THAT THEY HAVE EXPERIENCED FREQUENT POWER OUTAGES, OFTEN FOR MORE THAN SIX HOURS. THEY WANT THIS TO BE INVESTIGATED AND RESOLVED.
C-20039376	SETERMAN, ALBERT	1/30/2003	COMPLAINANT STATES THAT THEY HAVE EXPERIENCED FREQUENT POWER OUTAGES, OFTEN FOR MORE THAN SIX HOURS. THEY WANT THIS TO BE INVESTIGATED AND RESOLVED.
C-20039377	SEELEY, ANNA	1/30/2003	COMPLAINANT STATES THAT THEY HAVE EXPERIENCED FREQUENT POWER OUTAGES, OFTEN FOR MORE THAN SIX HOURS. THEY WANT THIS TO BE INVESTIGATED AND RESOLVED.
C-20039378	KENSICKI, RICHARD AND LARAINÉ	1/31/2003	COMPLAINANT STATES THAT THEY HAVE EXPERIENCED FREQUENT POWER OUTAGES, OFTEN FOR MORE THAN SIX HOURS. THEY WANT THIS TO BE INVESTIGATED AND RESOLVED.
C-20039379	HERNANDEZ, STEVEN AND JANICE	2/3/2003	COMPLAINANT STATES THAT THEY HAVE EXPERIENCED FREQUENT POWER OUTAGES, OFTEN FOR MORE THAN SIX HOURS. THEY WANT THIS TO BE INVESTIGATED AND RESOLVED.
C-20039380	TORRES, ALFREDO AND JUDITH	2/3/2003	COMPLAINANT STATES THAT THEY HAVE EXPERIENCED FREQUENT POWER OUTAGES, OFTEN FOR MORE THAN SIX HOURS. THEY WANT THIS TO BE INVESTIGATED AND RESOLVED.

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C-20039381	KEYS, HOWARD AND JANET	2/3/2003	COMPLAINANT STATES THAT THEY HAVE EXPERIENCED FREQUENT POWER OUTAGES, OFTEN FOR MORE THAN SIX HOURS. THEY WANT THIS TO BE INVESTIGATED AND RESOLVED.
C-20039384	KACMARCIK, CLARE AND JOSEPH	2/3/2003	COMPLAINANT STATES THAT THEY HAVE EXPERIENCED FREQUENT POWER OUTAGES, OFTEN FOR MORE THAN SIX HOURS. THEY WANT THIS TO BE INVESTIGATED AND RESOLVED.
C-20039397	SNURE, JOHN AND MARGARET	2/3/2003	COMPLAINANT STATES THAT THEY HAVE EXPERIENCED FREQUENT POWER OUTAGES, OFTEN FOR MORE THAN SIX HOURS. THEY WANT THIS TO BE INVESTIGATED AND RESOLVED. THEY HAVE ALSO REQUESTED MET ED TO DO SOMETHING ABOUT THE TREES AND LIMBS THAT RUN THROUGH THEIR LINES BUT NO ONE WILL RESPOND.
C-20039398	ARMSTRONG, JERRY A. AND BRIDGET M.	2/3/2003	COMPLAINANT STATES THAT THEY HAVE EXPERIENCED FREQUENT POWER OUTAGES, OFTEN FOR MORE THAN SIX HOURS. THEY WANT THIS TO BE INVESTIGATED AND CORRECTED.
C-20039399	MORCOM, WILLIAM	2/3/2003	COMPLAINANT STATES THAT THEY HAVE EXPERIENCED FREQUENT POWER OUTAGES, OFTEN FOR MORE THAN SIX HOURS. THEY WANT THIS TO BE INVESTIGATED AND CORRECTED.
C-20039400	KOCZENSKI, ANDREW G.	2/5/2003	COMPLAINANT STATES THAT THEY WERE WITHOUT ELECTRICITY FOR ALL OF ONE DAY AND 16 HOURS ON ANOTHER DAY IN 10 DEGREE WEATHER BECAUSE MET ED DOES NOT HAVE A LINE BIG ENOUGH FOR THE DEMAND. HE WANT MET ED TO CORRECT THIS.
C-20039406	BERRIOS, GRISEL AND PEPITO	2/6/2003	COMPLAINANT STATES THAT THEY HAVE EXPERIENCED FREQUENT POWER OUTAGES, OFTEN FOR MORE THAN SIX HOURS. THEY WANT THIS TO BE INVESTIGATED AND CORRECTED.
C-20039432	VANDERZEE, ED	2/7/2003	COMPLAINANT STATES THAT THEY EXPERIENCED MANY POWER OUTAGES FOR LONG PERIODS OF TIME IN DECEMBER AND JANUARY. HE THINKS THEIR LINES NEED REPLACED, THEY NEED A BACK-UP STATION AND MORE POWER, AND BETTER INFORMATION TO CUSTOMERS.
C-20039433	COBB, MARK AND ANDREA	2/7/2003	COMPLAINANT STATES THAT THEY HAVE EXPERIENCED FREQUENT POWER OUTAGES, OFTEN FOR MORE THAN SIX HOURS. THEY WANT THIS TO BE INVESTIGATED AND CORRECTED.
C-20039434	BURNS, MEREDITH	2/10/2003	COMPLAINANT STATES THAT THEY HAVE EXPERIENCED FREQUENT POWER OUTAGES, OFTEN FOR MORE THAN SIX HOURS. THEY WANT THIS TO BE INVESTIGATED AND CORRECTED.
C-20039436	GLENNEN, LINDA	2/10/2003	COMPLAINANT STATES THAT THEY PAY A HIGH PRICE FOR ELECTRICITY AND SOMETIMES DON'T HAVE ELECTRICITY OR HEAT. SHE WANTS THEM TO FIX THE PROBLEM AND LOWER RATES.
C-20039439	BEA, ROBERT A.	2/10/2003	COMPLAINANT STATES THAT THEY PAY A HIGH RATE AND HAVE FREQUENT POWER OUTAGES. OVER CHRISTMAS THEY WERE WITHOUT ELECTRICITY FOR TWO DAYS. HE WANTS THEM TO FIX THE PROBLEM AND LOWER RATES.
C-20039441	OTTINGER, PATRICIA AND EDWARD	2/10/2003	COMPLAINANT STATES THAT THEY HAVE FREQUENT POWER OUTAGES, SOME FOR HOURS. THEY FEEL THEY NEED POWER LINES UPDATED AND BETTER SERVICE.
C-20039445	PETERS, PAUL AND PATRICIA	2/10/2003	COMPLAINANT STATES THAT THEY HAVE EXPERIENCED FREQUENT POWER OUTAGES, OFTEN FOR MORE THAN SIX HOURS. THEY WANT THIS TO BE INVESTIGATED AND CORRECTED.
C-20039446	IRWIN, KERRY AND DAWN	2/10/2003	COMPLAINANT STATES THAT THEY HAVE EXPERIENCED FREQUENT POWER OUTAGES, OFTEN FOR MORE THAN SIX HOURS. THEY WANT THIS TO BE INVESTIGATED AND CORRECTED.
C-20039447	FONTAINE, ROBERT AND SUSAN	2/10/2003	COMPLAINANT STATES THAT THEY HAVE EXPERIENCED FREQUENT POWER OUTAGES, OFTEN FOR MORE THAN SIX HOURS. THEY WANT THIS TO BE INVESTIGATED AND CORRECTED.
C-20039448	NIED, ROBERT A.	2/10/2003	COMPLAINANT STATES THAT THEY HAVE EXPERIENCED FREQUENT POWER OUTAGES, OFTEN FOR MORE THAN SIX HOURS. THEY WANT THIS TO BE INVESTIGATED AND CORRECTED.
C-20039472	MACDOUGALL, R. D.	2/11/2003	COMPLAINANT STATES THEY EXPERIENCED 3 POWER OUTAGES IN 6 WEEKS. HE WANTS THE COMPANY TO REWIRE THE AREA WITH NEW WIRE WHICH WITHSTANDS MORE STRESS.
C-20039465	GAFFNEY, BARBARA L	2/12/2003	COMPLAINANT STATES SHE HAS HAD PROBLEMS WITH POWER LOSS. COMPLAINANT WANTS THE PUC TO INVESTIGATE MET ED TO SEE WHAT CAN BE DONE ABOUT THE OUTAGES.

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C-20039489	CHRONISTER, MARK E.	2/14/2003	COMPLAINANT STATES THAT THEY HAVE BEEN WITHOUT POWER FOR LONG PERIODS ON SEVERAL OCCASSIONS. SHE WANTS THE LINES TO BE MAINTAINED BETTER AND SERVICE IMPROVED, AND HER EXPENSES COVERED.
C-20039502	FINNIGAN, MAUREEN	2/18/2003	COMPLAINANT STATES THERE HAVE BEEN POWER LOSSES ON A REGULAR BASIS THAT LAST MORE THAN 6 HOURS. SHE WANTS PUC TO INVESTIGATE MET ED TO SEE WHAT IS BEING DONE AND ENCOURAGE MET ED TO RESOLVE THE ISSUES THAT CAUSE THE PROBLEM.
C-20039504	WILSON, EDWARD J.	2/18/2003	COMPLAINANT STATES HE HAD POWER LOSSES ON A REGULAR BASIS THAT LASTED MORE THAN 6 HOURS. HE WANTS PUC TO INVESTIGATE MET ED TO SEE WHAT IS BEING DONE ABOUT THESE OUTAGES AND ENCOURAGE MET ED TO RESOLVE THE PROBLEM.
C-20039525	BOFFO, LOUIS S. AND OPAL W.	2/19/2003	COMPLAINANT STATES THEY HAVE EXPERIENCED POWER OUTAGES WITH UNUSUAL FREQUENCY AND LONG DURATION. THEY WANT PUC TO ORDER GPU TO REPLACE WIRING OR BURY WIRING OR BOTH BECAUSE THEY WANT NORMAL SERVICE THEY ARE PAYING FOR.
C-20039551	GRIBBIN, LEO AND ELAINE	2/20/2003	COMPLAINANT STATES THERE HAVE BEEN MANY POWER OUTAGES DUE TO ANCIENT, OUT- DATED EQUIPMENT. THEY WANT COMPANY TO REPLACE OUTMODED EQUIPMENT WITH MODERN EQUIPMENT AND WIRES.
C-20039610	JACOBS, LARRY AND SUSAN	2/24/2003	COMPLAINANT STATES THAT THEY HAVE HAD MANY POWER OUTAGES AND POOR CUSTOMER SERVICE FROM MET-ED. THEY WANT AN INVESTIGATION.
C-20039614	ZHIVKOVICH- ABARBANEL, ILYA & MICHE	2/26/2003	COMPLAINANT STATES THEY HAVE HAD MANY MAJOR POWER OUTAGES. THEY WANT IT TO BE INVESTIGATED AND CORRECTED.
C-20039612	HUBBARD, DONALD AND REGINA	2/27/2003	COMPLAINANT HAS EXPERIENCED MAJOR POWER OUTAGES, THEY ASK FOR AN INVESTIGA- TION TO SOLVE THE PROBLEMS AND FOR REIMBURSEMENT FOR THE DAMAGE TO THEIR ELECTRICAL GENERATOR.
C-20039615	STAMBAUGH, DONALD AND VIRGINIA	2/27/2003	COMPLAINANT STATES THAT THEY HAVE HAD MANY POWER OUTAGES AND GPU JUST IGNORES THEM WHEN THEY CALL. THEY WANT THE PROBLEM TO BE CORRECTED.
C-20039613	WIEST, EDWARD M. SR.	2/28/2003	COMPLAINANT STATES THEY HAVE HAD A LOT OF POWER OUTAGES AND WANTS IT TO BE CORRECTED.
C-20039616	BROWN, JAMES W. III	2/28/2003	COMPLAINANT STATES THAT THEY HAVE HAD MANY POWER OUTAGES. THEY WANT IT TO BE INVESTIGATED AND CORRECTED.
C-20039650	LABRECQUE, MICHELLE	3/4/2003	COMPLAINANT STATES THEY RECEIVED POOR SERVICE DUE TO LENGTH OF TIME IT TOOK TO HAVE SERVICE RESTORED. SHE WOULD LIKE PUC TO INVESTIGATE AND HAVE BETTER REGULATION THAT UTILITY COMPANIES MUST FOLLOW. SHE WANTS THEM TO HAVE ENOUGH PEOPLE ON HAND TO DO THE JOB WHEN NEEDED AND HAVE SERVICE RESTORED IN 24 HOURS.
C-20039651	KRAMER, ROBERT A., SR.	3/4/2003	COMPLAINANT STATES THEY HAVE HAD POWER OUTAGES 4 TIMES IN THE PAST YEAR. THE OUTAGES SOMETIMES LAST FOR DAYS. HE WANTS PUC TO DO WHAT IS NECESSARY TO FIX THE PROBLEM AND PREVENT IT FROM HAPPENING IN THE FUTURE.
C-20039677	SIMMONS, LYNN G.	3/5/2003	COMPLAINANT STATES THERE ARE EXCESSIVE POWER OUTAGES. THEY WOULD LIKE AN INVESTIGATION OF THE OUTAGES AND HAVE GPU FIX THE OUTDATED EQUIPMENT.
C-20039691	VALENTIN, CLAUDIO & MILDRED	3/6/2003	COMPLAINANT STATES THERE HAVE BEEN NUMEROUS POWER OUTAGES THAT LAST MORE THAN 6 HOURS. THEY WANT PUC TO INVESTIGATE MET-ED TO SEE WHAT IS BEING DONE ABOUT THESE OUTAGES AND ENCOURAGE MET-ED TO RESOLVE THE ISSUES THAT CAUSE THESE OUTAGES.
C-20039703	COBB, DAVID	3/10/2003	COMPLAINANT STATES THERE HAVE BEEN REGULAR ELECTRICAL POWER LOSSES OF MORE THAN 6 HOURS. HE WANTS PUC TO INVESTIGATE MET ED TO SEE WHAT IS BEING DONE ABOUT THESE OUTAGES AND AND ENCOURAGE THEM TO RESOLVE THE ISSUES THAT CAUSE THE OUTAGES.

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C-20039895	STEFFEN, MICHAEL	3/26/2003	COMPLAINANT STATES FREQUENT ELECTRICAL OUTAGES CONTINUE TO GO UNRESOLVED. HE WANTS PUC TO ORDER MET-ED TO INSPECT LINES, PROVIDE REPORT, TRIM TREES, INSTALL SURGE PROTECTION, AND IMPLEMENT AN IMMEDIATE CAPITAL IMPROVEMENT INITIATIVE TO INCREASE RELIABILITY.
C-20039964	WELTY, CLYDE AND CAROL	4/2/2003	COMPLAINANT STATES THAT THEY EXPERIENCE MANY POWER OUTAGES, THEY WANT THE EQUIPMENT TO BE UPGRADED.
C-20030085	LEAMAN, JOHN D. ET AL	4/15/2003	COMPLAINANT STATES THERE ARE MANY POWER OUTAGES AND COMPANY HAS NOT COMPLIED WITH PREVIOUS COMMISSION ORDER. HE WANTS A HEARING SCHEDULED TO DETERMINE WHY COMPANY HAS FAILED TO PROVIDE ADEQUATE SERVICE.
C-20030511	CARMELLO, JOHN	6/19/2003	COMPLAINANT STATES HIS COMPLAINT IS THE POWER OUTAGES ON HIS CIRCUIT. HE WANTS THE PUC TO GET MET-ED TO UPGRADE THE CIRCUIT.
C-20030782	GRANHOLM, ALBERT C.	7/21/2003	COMPLAINANT STATES HE WANTS MET-ED TO UPGRADE THEIR EQUIPMENT.
C-20030953	EAST BANGOR MUNICIPAL AUTHORITY	7/28/2003	COMPLAINANT STATES COMPANY DELIVERED INADEQUATE THREE-PHASE POWER AND AS A RESULT WATER PUMP BURNED OUT. A NEW PUMP WAS INSTALLED AND AUTHORITY USED BACK-UP GENERATOR UNTIL MET-ED CORRECTED PROBLEM. AUTHORITY INCURRED EXPENSES OF \$22,916.77. MET-ED OFFERED \$7,476.92. THE AUTHORITY WANTS REIMBURSED FOR THE ENTIRE AMOUNT.
C-20030855	WENRICK, BONNIE A.	8/1/2003	COMPLAINANT STATES ON OR ABOUT 7/9/03 HER ELECTRIC WAS OFF. SHE WANTS MET-ED TO PAY FOR A NEW SATELLITE BOX.
C-20030890	GROSS, GARY E.	8/1/2003	COMPLAINANT STATES THAT THEY HAVE EXPERIENCED CONSTANT POWER OUTAGES FOR OVER 25 YEARS, AND THEY WANT THE PROBLEM TO BE FIXED.
C-20030911	GEHRINGER, MERVIN AND PAMELA	8/4/2003	COMPLAINANT STATES THEY HAVE HAD MANY OUTAGES AND APPLIANCES HAVE BEEN BURNED OUT BY ELECTRICAL SURGES. THEY WANT UPGRADES AND A SOLUTION TO PROBLEMS.
C-20030891	ZINK, CHARLES AND SAREN	8/5/2003	COMPLAINANT STATES THAT THEY OFTEN HAVE POWER OUTAGES AND THE COMPANY LIED TO THEM ABOUT WHEN IT WAS BEING REPAIRED, CAUSING SPOILED FOOD, ETC. THEY WANT THE COMPANY TO BE FINED.
C-20031331	DEIBLER, ROBIN VAN	9/26/2003	COMPLAINANT STATES SHE DOES NOT FEEL MET ED WAS PROPERLY OR ADEQUATELY PRE- PARED FOR EMERGENCY OF 9/18/03, SERVICE WAS NOT RESTORED IN A TIMELY FASHION, AND UPDATES ON PROGRESS WERE NOT PASSED ON TO GENERAL PUBLIC. SHE WANTS A MORE DEFINITIVE LINE OF ACTION, UTILIZING ALL RESOURCES AVAILABLE AND PUTTING INTO MOTION PLAN OF ACTION PRIOR TO EVENT. SHE ALSO WANTS THEM TO CONSIDER AN ALTERNATIVE METHOD OF COMMUNICATION.
C-20031336	MILLER, CHARLENE AND TERRY	9/26/2003	COMPLAINANT STATES THEY HAVE HAD MANY POWER SHORTAGES AND SOME HAVE RESULTED IN DAMAGES AND LOSSES. THEY WANT PUC TO ORDER MET ED TO UPDATE THEIR EQUIP- MENT, REMOVE TREES AND RE-EVALUATE THEIR BUDGET.

Source: Pa. PUC New Case database <<http://puc.paonline.com/DailyActions.asp>>

Table 3  
Reliability Complaints Against Pennsylvania Electric Co.  
Dec. 2001 to Sept. 2003

Docket	Complainant	Date	Summary
C-20027430	KELLY MANUFACTURING INC.	4/10/2002	COMPLAINANT STATES THAT A POWER SURGE DESTROYED THEIR COPIER. THEY WANT GPU/ PENELEC TO REPLACE IT.
C-20027431	BRANYNN WOODS	4/10/2002	COMPLAINANT STATES THAT THEY LOST TWO CASH REGISTERS, A PRINTER AND 31 LIGHT BULBS AFTER A POWER SURGE. THEY WOULD LIKE TO BE REIMBURSED FOR THEIR LOSSES
C-20027466	BROWN, BARBARA T/A MCLANE CHURCH	4/15/2002	COMPLAINANT STATES THAT THEY LOST THREE PHONES, TWO MICROWAVES, A COMPUTER AND A TELEVISION DUE TO AN EXTREME POWER SURGE. THEY WOULD LIKE GPU/PENELEC TO HELP THEM REPLACE SOME OF THEIR LOSSES.
C-20027504	KELLY, RANEY W.	4/19/2002	COMPLAINANT STATES THAT THEY LOST APPLIANCES AND EQUIPMENT DUE TO A POWER SURGE, AND THEY ASK FOR COMPENSATION FOR THEIR LOSSES.
C-20027571	KELLY, WILLIAM	5/1/2002	COMPLAINANT STATES THAT GPU/ PENELEC ALLOWED A 34.5 KV CONDUCTOR TO FALL ON A 12 KV CONDUCTOR AND CAUSED DAMAGE TO THEIR APPLIANCES. HE WANTS GPU TO PAY FOR THE DAMAGES.
C-20028132	BUREK, GARY AND FLORENCE	7/11/2002	COMPLAINANT STATES VOLTAGE IS TOO HIGH AND DESTROYING APPLIANCES, A PRIMARY LINE IS OVER THEIR BARN, AND THE COMPANY HAS CAUSED LOTS OF PROBLEMS AND DAMAGE. HE WANTS PUC TO ORDER COMPANY TO LOWER VOLTAGE, REMOVE PRIMARY LINE OVER BARN, AND PAY FOR DAMAGES
C-20028136	BOUGHNER, DENISE A.	7/12/2002	COMPLAINANT STATES THAT THEY HAVE EXPERIENCED FREQUENT POWER OUTAGE "BLINKS" OVER TEN YEARS AND WERE TOLD THIS IS NORMAL. THEY WANT THE LINES TO REALLY BE INSPECTED AND THE PROBLEM TO BE FIXED.
C-20028220	LINK, MARY LOUISE	7/26/2002	COMPLAINANT STATES THAT THEY EXPERIENCE FREQUENT POWER OUTAGES AFTER STORMS, SOMETIMES FOR SEVERAL HOURS, AND ONCE FOR SIXTEEN HOURS. SHE WANTS THE PROBLEM TO BE CORRECTED.
C-20028465	HOOVER, RICHARD W.	9/9/2002	COMPLAINANT STATES HIS LIGHTS AND APPLIANCES SUFFER FROM LOW VOLTAGE BECAUSE HE IS THE LAST ONE ON THE LINE SERVED BY ONE TRANSFORMER. PENELEC SAID THEY WOULD PUT IN ANOTHER TRANSFORMER AND A NEW LINE 6 MONTHS AGO BUT THEY HAVE NOT DONE ANYTHING. HE WANTS THE PUC TO ORDER PENELEC TO CHECK OUT THE DELIVERY SYSTEM AND PUT IN WHAT HE NEEDS FOR HIS 100 AMP HOME SUPPLY BOX.
C-20028751	RINEBOLD, DAVID OR SAMMY'S INC	10/25/2002	COMPLAINANT STATES THEY WANT THE PUC TO FIND OUT WHY THEY KEEP LOOSING A LEG OF POWER AND WHAT PENELEC IS DOING TO FIX THE POWER OUTAGES.
C-20029126	FOSTER, MARLA	12/23/2002	COMPLAINANT STATES SHE HAS VERY POOR ELECTRIC SERVICE WITH MANY OUTAGES. SHE WANTS PUC TO CONTACT PENELEC FOR REPAIRS UNTIL IT IS DONE CORRECTLY. SHE ALSO WANTS REIMBURSEMENT FROM COMPANY FOR SERVICES NOT RENDERED.
C-20039535	WASHINGTON PARK WTR COMP./CARL KRE	2/19/2003	COMPLAINANT STATES HE HAS POOR POWER SERVICE AT PUMP HOUSE AT WASHINGTON TWP. ROAD. HE WOULD LIKE PUC TO INVESTIGATE HIS PROBLEM AND HELP HIM GET BETTER ELECTRIC SERVICE.
C-20030138	COSTELLO, JOHN D.	4/24/2003	COMPLAINANT STATES THERE ARE MANY POWER OUTAGES AND THEY HAVE BEEN UNABLE TO HAVE THE PROBLEM CORRECTED. THEY WANT PUC TO INTERCEDE.
C-20030976	ROBBINS, BRANDY L.	8/11/2003	COMPLAINANT STATES WANTS THE PUC TO REPLACE ALL THE APPLIANCES THAT THEY BURNED UP.
C-20031023	HANIWALT, JEFFREY E	8/11/2003	COMPLAINANT STATES HE LOST 27 FISH IN HIS FISH TANK DUE TO POWER OUTAGE. HE NOTIFIED THE COMPANY AND THEY STATED HE WOULD NOT BE RECEIVING ANYTHING FOR HIS LOSS.
C-20031028	WOLF, LESTER AND SANDRA H.	8/20/2003	COMPLAINANT STATES THEY WERE WITHOUT POWER FOR FOUR DAYS ON TWO OCCASIONS. THEY WANT PUC TO INVESTIGATE THESE OUTAGES AND ASCERTAIN THE NECESSITY OF THE LENGTH OF TIME THEY WERE WITHOUT POWER AND WHAT CAN BE DONE TO PREVENT IT IN THE FUTURE.
C-20031039	JERZAK, ARLENE	8/21/2003	COMPLAINANT STATES SHE HAS BEEN WITHOUT POWER SEVERAL TIMES THIS YEAR FOR 3 OR MORE DAYS AT A TIME. SHE WANTS PUC TO CHECK WHY SHE IS PAYING FOR SERVICE SHE IS NOT GETTING AND WHY RESPONSE IS SO SLOW.

Table 3  
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C-20031205	WOLF, NORMAN	9/9/2003	COMPLAINANT STATES ELECTRIC IS OFF A LOT BECAUSE COMPANY MADE TEMPORARY RE-PAIRS AND WHEN IT STORMS POWER GOES OUT. HE WANTS THEM TO PROPERLY REPAIR TEMPORARY FIXES, DO SOME UPKEEP ON POWER LINES AND CLEAN UP THEIR MESSSES WHERE THEY HAVE FIXED LINES.
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Source: Pa. PUC New Case database <<http://puc.paonline.com/DailyActions.asp>>