

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

JEFFREY AND CHRISTY VICE	)	
	)	
COMPLAINANTS	)	
V.	)	CASE NO.
	)	2013-00010
FLEMING-MASON ENERGY COOPERATIVE, INC.	)	
	)	
DEFENDANT	)	


ORDER TO SATISFY OR ANSWER

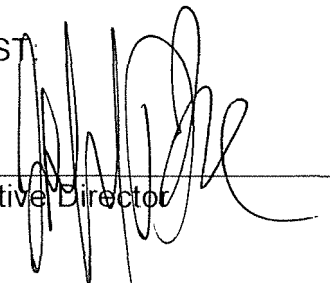
Fleming-Mason Energy Cooperative, Inc. ("Fleming-Mason") is hereby notified that it has been named as defendant in a formal complaint filed on January 3, 2013, a copy of which is attached hereto.

Pursuant to 807 KAR 5:001, Section 19, Fleming-Mason is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within ten days of the date of service of this Order.

Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record.

By the Commission

ENTERED   
JAN 23 2013  
KENTUCKY PUBLIC  
SERVICE COMMISSION

ATTEST:  
  
Executive Director

Legal

95

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED  
JAN 04 2013  
GENERAL COUNSEL

In the matter of:

Jeffrey and Christy Vice  
(Your Full Name)

COMPLAINANT

VS.

Fleming Mason Energy  
(Name of Utility)

DEFENDANT

RECEIVED  
JAN 05 2013  
PUBLIC SERVICE  
COMMISSION

CASE NO. 2013-00010

COMPLAINT

The complaint of Jeffrey & Christy Vice  
(Your Full Name) respectfully shows:

(a) Jeffrey & Christy Vice  
(Your Full Name)

86 Appaloosa Ln. Sharpsburg, Ky 40374  
(Your Address)

(b) Fleming Mason Energy  
(Name of Utility)

1449 Elizaville Rd. Flemingsburg Ky  
(Address of Utility)

(c) That: Attached "Description of Events"  
(Describe here, attaching additional sheets if necessary,

We have also attached letters of neighborhood  
the specific act, fully and clearly, or facts that are the reason

residents that have witnessed and experienced  
and basis for the complaint.)

same problems.

Continued on Next Page

Formal Complaint

Jeffrey and Christy Vice vs. Fleming Mason Energy

Page 2 of 2

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Wherefore, complainant asks Attached "Compensation"  
(Specifically state the relief desired.)

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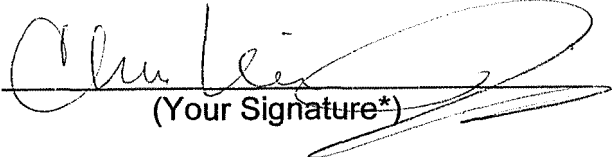
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Dated at Shapsburg, Kentucky, this 2<sup>nd</sup> day  
(Your City)  
of January, 2013.  
(Month)

  
(Your Signature\*)

\_\_\_\_\_  
(Name and address of attorney, if any)      1/2/13 Date

\*Complaints by corporations or associations, or any other organization having the right to file a complaint, must be signed by its attorney and show his post office address. No oral or unsigned complaints will be entertained or acted upon by the commission.

## 807 KAR 5:001. Rules of procedure.

### Section 12. Formal Complaints.

- (1) **Contents of complaint.** Each complaint shall be headed "Before the Public Service Commission," shall set out the names of the complainant and the name of the defendant, and shall state:
  - (a) The full name and post office address of the complainant.
  - (b) The full name and post office address of the defendant.
  - (c) Fully, clearly, and with reasonable certainty, the act or thing done or omitted to be done, of which complaint is made, with a reference, where practicable, to the law, order, or section, and subsections, of which a violation is claimed, and such other matters, or facts, if any, as may be necessary to acquaint the commission fully with the details of the alleged violation. The complainant shall set forth definitely the exact relief which is desired (see Section 15(1) of this administrative regulation).
- (2) **Signature.** The complaint shall be signed by the complainant or his attorney, if any, and if signed by such attorney, shall show his post office address. **Complaints by corporations or associations, or any other organization having the right to file a complaint, must be signed by its attorney and show his post office address.** No oral or unsigned complaints will be entertained or acted upon by the commission.
- (3) **Number of copies required.** At the time the complainant files his original complaint, he must also file copies thereof equal in number to ten (10) more than the number of persons or corporations to be served.
- (4) **Procedure on filing of complaint.**
  - (a) Upon the filing of such complaint, the commission will immediately examine the same to ascertain whether it establishes a prima facie case and conforms to this administrative regulation. If the commission is of the opinion that the complaint does not establish a prima facie case or does not conform to this administrative regulation, it will notify the complainant or his attorney to that effect, and opportunity may be given to amend the complaint within a specified time: If the complaint is not so amended within such time or such extension thereof as the commission, for good cause shown, may grant, it will be dismissed.
  - (b) If the commission is of the opinion that such complaint, either as originally filed or as amended, does establish a prima facie case and conforms to this administrative regulation, the commission will serve an order upon such corporations or persons complained of under the hand of its secretary and attested by its seal, accompanied by a copy of said complaint, directed to such corporation or person and requiring that the matter complained of be satisfied, or that the complaint be answered in writing within ten (10) days from the date of service of such order, provided that the commission may, in particular cases, require the answer to be filed within a shorter time.
- (5) **Satisfaction of the complaint.** If the defendant desires to satisfy the complaint, he shall submit to the commission, within the time allowed for satisfaction or answer, a statement of the relief which he is willing to give. Upon the acceptance of this offer by the complainant and the approval of the commission, no further proceedings need be taken.
- (6) **Answer to complaint.** If satisfaction be not made as aforesaid, the corporation or person complained of must file an answer to the complaint, with certificate of service on other parties endorsed thereon, within the time specified in the order or such extension thereof as the commission, for good cause shown, may grant. The answer must contain a specific denial of such material allegations of the complaint as controverted by the defendant and also a statement of any new matter constituting a defense. If the answering party has no information or belief upon the subject sufficient to enable him to answer an allegation of the complaint, he may so state in his answer and place his denial upon that ground (see Section 15(2) of this administrative regulation).

**807 KAR 5:001. Rules of procedure.**

**Section 15. Forms.**

(1) In all practice before the Commission, the following forms shall be followed insofar as practicable:

- (a) Formal complaint.
  - (b) Answer.
  - (c) Application.
  - (d) Notice of adjustment of rates.
- (2) Forms of formal complaint.
  - (3) Form of answer to formal complaint.
  - (4) Form of application.
  - (5) Form of notice to the commission of adjustment of rates

Before the Public Service Commission

(Insert name of complainant)  
Complainant

)  
)

vs.

)  
)

No. \_\_\_\_\_  
(To be inserted by the secretary)

(Insert name of each defendant)  
Defendant

)  
)  
)

COMPLAINT

The complaint of (here insert full name of each complainant) respectfully shows:

- (a) That (here state name, occupation and post office address of each complainant).
- (b) That (here insert full name, occupation and post office address of each defendant).
- (c) That (here insert fully and clearly the specific act or thing complained of, such facts as are necessary to give a full understanding of the situation, and the law, order, or rule, and the section or sections thereof, of which a violation is claimed).

WHEREFORE, complainant asks (here state specifically the relief desired).

Dated at Shamburg, Kentucky, this 2nd day  
of January, 20 13.

Christy Vice Jeffrey Vice  
(Name of each complainant)

\_\_\_\_\_  
(Name and address of attorney, if any)

## Description of Events:

In December 2010 our HVAC system malfunctioned and quit working. Upon a heating and air serviceman inspecting our unit he told us that it had been hit by an overvoltage because our contactor in our unit was welded shut. After the occurrence we informed Fleming Mason and they said it was not their fault that they would send in an insurance claim from the company to see if it would compensate us for the loss. FME insurance company notified us that they would not cover the unit. Since then we have lost many appliances and electronic equipment in our home. A timeline of appliances and equipment lost, along with event dates located in the investigation report. We have been having issues with FME since 2008. We are constantly at least once every week or two we are losing electricity through blinks or power outages and also have issues with low voltage. FME mentioned that we should purchase the HOMEGUARD system to protect our home. They stated to us that if we have any additional losses that they would cover ALL lost items in the home in the event of power surge or voltage being the issue of destruction of the item. In May 2012 I spoke with CEO of Fleming Mason Energy Chris Perry about my appliances and equipment failures and to my surprise he stated "the experts opinion's that you provided were just trying to pass the buck off on Fleming Mason Energy", I quickly informed him that they had no reason to pass the buck off on to FME because the equipment was not purchased from them. The experts we contracted to possibly repair our equipment had no knowledge of anything going on with FME at the time, we simply took our appliances and equipment to them to get fixed. We purchased the HOMEGUARD system on May 12, 2011 with the understanding if ANYTHING else was damaged it would be replaced. We continued to lose appliances; when we lost our television in January 2012, we were told by FME to send our in home surge protector back to HOMEGUARD to be tested. We were informed by HOMEGUARD that it did not sustain high voltage. Upon receipt that they would not cover our television, we decided to contact the Public Service Commission for investigation into our energy supply. It was found by the public service commission that FME told us to send in the wrong item to be inspected by HOMEGUARD. FME did not know that there was a surge protector collar on our home. After the surge protector collar was sent back to HOMEGUARD for inspection it was noted that it had sustained long substantial periods of voltage fluctuations, and they were liable for the items damaged in our home from the time it was installed on our home. Upon receipt of our claim form from HOMEGUARD we were notified that we could only claim "white appliances" on our claim and could not receive compensation on our computers, televisions, water heater, heating and air unit, or other equipment lost. FME told us it would cover every electronic item in our home. So the damaged collar was left on our home for at least 6 months and during that time period we lost even more appliances and equipment due to FME's negligence and lack of knowledge of the HOMEGUARD system that FME sold us. If FME would have known to test the collar upon the initial complaint we could have saved even more appliances and more money. After receiving the letter from HOMEGUARD informing us

that we could submit a claim for damages, a week or two later we received a letter from FME stating they would no longer be offering the HOMEGUARD system. We find it very convenient that they are no longer offering the HOMEGUARD system. This has been going on for years and FME never took interest in remedying the problem until we contacted the Public Service Commission. FME always states that the reason we have problems is because we are at the end of their service grid. We feel we should receive the same customer service as every other FME customer regardless of where we are on their service grid. We feel FME has been neglect and at times impossible to work with. We have gotten to a point where we cannot afford to replace another piece of equipment in our home. We are an average income family and we have spent thousands of dollars on replacing appliances in a home that is only six years old. We have included two random letters from residents in our neighborhood that have experienced the same issues described in this letter of events.



Compensation: Requested - not covered by Home Guard Protection

HVAC: \$2600.00 Heat Panel: \$ 845.00

Television: Phillips \$1600.00 Sanyo \$1100.00

Computers: \$ 850.00 HP \$799.00 Compaq

Hot Water Heater: \$1180.00

Microwave: \$125.00

Electric Bills in December 2010, January 2010, February 2010

Our electric bills in the winter usually average between 300.00 to 425.00 a month, the month that our HVAC unit went out our electric bills were between 600.00 to 750.00. I feel that since our unit went out because of a power surge, that we should not have to pay the higher electric bills. We should be compensated for the difference in the electric bills, because they were higher than normal.

HomeGuard Protection issued us a check for 4, 143.60 however that was only for our "white appliance" that we lost during the power surges. I was told by Fleming Mason Energy "Mary Beth" that the HOMEGUARD would cover "Anything" that was lost in our home due to power surges. After review of the meter collar and preparing for compensation on our appliances and home goods, we found that HOMEGUARD only covered our "white appliances". We feel we should be covered for all items lost during the events. We had to take many days off work and 5 trips to Lexington at 50.00 each just to return computers that crashed during this process. We have spent many days on the phone with Fleming Mason Energy reporting problem after problem with our electric services. I feel we should receive financial relief due the problems FME inflicted on us. We have had financial hardships due to the fact that we have had to replace so many of our electrical items in our home.

**Re:** Electrical voltage spikes from Fleming Mason at 19 Quarterhorse Alley Sharpsburg Ky.

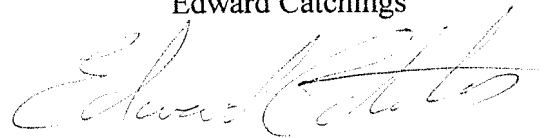
**Date:** 12-16-2012

My name is Ed Catchings and I have lived at the above listed address for almost nine years. The entire time I have lived here we have had a extreme inconsistently problems with electrical voltage increases that has resulted in everything from blowing light bulbs to destroying electrical appliances. Some of the damages caused by the voltage increases are listed below.

1. We have had to replace all of our standard light bulbs with florescent bulbs and they will only last about a fourth of the expected life span.
2. I have had three microwave ovens to go bad after a series of voltage spikes.
3. I had to replace the control board on my refrigerator that was only 8 years old this year after a large voltage spike during clear weather and then had another one three months later and had to purchase another refrigerator.
4. I had to replace my satellite receiver.
5. I have had three DVD players that had to be replaced.

I am not the only resident in the Plantations that is having these problem with Fleming Mason Electric.

Edward Catchings

A handwritten signature in cursive script, appearing to read "Edward Catchings", written in black ink.

# Product/Service Complaint

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Situation: Power interruptions beyond my control

## Anxiety Question

“How would you feel if your power blinked today?” I will tell you how I feel, anxious, worried, threatened, just to name a few. I do not make hundreds of thousands of dollar per year nor do I have a “rainy day fund” that has the same amount of cash as does “my co-op”. So I get a little excited every time that my power blinks. I worry about what appliance may not come back on. I worry about little luxury items like the hot tub, whirlpool tub & flat screen TV. I worry because I have worked a long hard day to acquire such items & cannot readily run out & replace them.

## Who Pays Question

We all know that electronics are sensitive to power fluctuations & we do the best that we can to protect them. Most of us have Home Owners Insurance that will protect from lighting strikes or surges as they are usually referred too. There are also the small power strips that you can buy from Walmart for just a few dollars that will also help protect your valuables from these “surges”. But who pays for “low voltage problems?” Fleming Mason RECC says that they are not responsible. The insurance company says they are not going to pay. Actually I had an insurance agent at my house one day quoting a policy when my power fluctuated. It just so happens that this same agent is on the “Board of Directors” at Fleming Mason RECC, Mr. Lonnie Vice. I asked him “if an electronic device failed due to these voltage fluctuations would your insurance company pay for it?” His reply was “no.” Then I asked “ would Fleming Mason RECC?” His reply was again “no.” So I ask you “who?

Let it be known that my family has reported every occurrence to Fleming Mason RECC & at their request we have asked them to note these such occurrences to our files. I was shocked to only find four occurrences documented. I feel very confident when I say that it is closer to forty then to four. It’s very disappointing to have just one power source because I would sure give another vendor a chance.

In closing I want to say that we are very blessed that as of today we have not had a loss but some of our neighbors aren’t that lucky. These losses can skyrocket quickly when we are talking about electronics. All we are asking for is conditioned power that is stable & suitable for todays electronics. Please help our voices to be heard!

Respectfully; Richard Lee, 174 Trotters Trl, Sharpsburg Ky 40374 606/748/2719

**Thu 10/18/2012 4:01 PM T jhawkins**

line had blinked right out of sub station did not blink anymore could not get a hold of him J.Hawkins

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**Tue 10/9/2012 4:03 PM T KJBROWN**

RICHARD CALLED AND THEY ARE STILL HAVING PROBLEMS WITH THEIR POWER GOING OFF AND ON A LOT. HE LIVES CLOSE TO JEFF VICE WHO HAS ALSO HAD MAJOR PROBLEMS. PLEASE CHECK.

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**Thu 6/14/2012 8:00 AM T jhawkins**

have worked on this Rob Faris found an animal on line that could have  
caused the blink J.Hawkins

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**Fri 6/1/2012 12:01 PM T PMCFARLAND**

CUSTOMER IS HAVING PROBLEMS WITH OUTAGES AT LEAST TWICE A WEEK. THEY  
HAVE CHECKED WITH NEIGHBORS IN THE SUBDIVISION AND THEY HAVE  
EXPERIENCED THE SAME THING. THE LEE'S SAID IT WENT OFF TWICE  
YESTERDAY, MAY 31, 2012. PLEASE CHECK

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Steven L. Beshear  
Governor

Leonard K. Peters  
Secretary  
Energy and Environment Cabinet

Commonwealth of Kentucky  
**Public Service Commission**  
211 Sower Blvd.  
P.O. Box 615  
Frankfort, Kentucky 40602-0615  
Telephone: (502) 564-3940  
Fax: (502) 564-3460  
psc.ky.gov

David L. Armstrong  
Chairman

James W. Gardner  
Vice Chairman

Linda Breathitt  
Commissioner

November 21, 2012

Mr. and Mrs. Jeff Vice  
86 Appaloosa Trail  
Sharpsburg, KY 40374

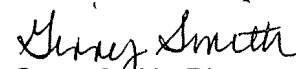
Dear Mr. and Mrs. Vice:

Attached is the Complaint Investigation Report conducted from your informal complaint against Fleming-Mason Energy to Consumer Services on June 28, 2012. The staff's report is based on a review of its own investigation and information provided to the Commission by the utility and the complainant.

If you wish to pursue this matter further, you may file a formal complaint with the Commission through the provisions of 807 KAR 5:001, Sections 12 through 15 (copy enclosed). The Commission may or may not elect to establish a formal case based upon the merits of the petition.

Please feel free to call me at 1-800-772-4636 with any questions.


Sincerely,


  
Ginny Smith, Director  
Consumer Services

Enclosures

## INTRA-AGENCY MEMORANDUM

### KENTUCKY PUBLIC SERVICE COMMISSION

**TO:** Ginny Smith, Director – Consumer Services  
Kyle Willard, Director – Engineering 

**FROM:** Eric Bowman, Manager – Electric & Communications Branch   
Jeff Moore

**DATE:** November 20, 2012

**SUBJECT:** Complaint Investigation Report – Complaint filed by Jeff and Christy Vice regarding Fleming-Mason Energy service.

On June 28, 2012, Jeff and Christy Vice submitted a complaint through the PSC's Consumer Inquiry System regarding their energy service received from Fleming-Mason Energy Cooperative ("FME"). In the complaint, Mr. Vice claims that over the past few years he has experienced frequent power outages and surges resulting in the loss of several appliances, entertainment equipment, and various other household appurtenances. On July 3, 2012, the complaint was forwarded to the Engineering Division along with a memo from the Consumer Services Division asking that a voltage recorder be placed at the Jeff and Christy Vice's home. A copy of the Complaint Investigation Report is attached to this memo for your review. The Complaint Investigation Report submitted by the PSC's investigator, Jeff Moore, includes a summary report, names of the parties involved in the investigation, documents requested from both FME and the customer pertaining to the complaint, and the investigator's findings and comments related to the investigation.

Upon receipt of the request to install the PSC's voltage recorder, FME and Mr. Vice were contacted by the investigator to discuss the complaint and to schedule a time and date to install the PSC voltage recorder at Mr. Vice's home. Additionally, a meeting was scheduled with FME to review the complaint and install the PSC voltage recorder at the transformer pole serving Mr. Vice's home. Commission staff met with both parties on August 8, 2012, and the PSC voltage recorder was installed. The PSC voltage recorder remained in place until it was removed by the investigator on August 30, 2012. A summary of the results can be found in the Findings section on page 3 of the Complaint Investigation Report. More detailed results from both the PSC and FME voltage recorders are on file in the PSC Meter Standards Laboratory and are available upon request. Upon review of the investigation report, there are a few details related to the complaint that Engineering staff feel should be highlighted.

The investigation report contains a letter sent from FME to Mr. Vice regarding an outage which occurred on November 30, 2009. The Vices had contacted FME about the outage and subsequent damage to their heat pump as a result. In their response,

FME noted that an outage event had occurred on the specified date as a result of a fault on the circuit caused in the area due to a set of insulators discovered on a three phase pole that had begun to break down and track over. FME also stated in their letter to the Vices dated March 15, 2010, that the fault that occurred had the potential to cause voltage sags and swells that could be hazardous to sensitive equipment and electronics. FME submitted a claim to its insurance company in response to a request from the Vices for reimbursement for the damaged heat pump resulting from the power outage. On March 8, 2010, Federated Rural Electric Insurance indicated that the damage to the heat pump was the result of a problem that originated from equipment failure of a set of insulators on FME's system. However, they claimed that the equipment failure was not a result of negligence on the part of FME, and no reimbursement would be granted to the Vices.

After encountering several events, FME encouraged the Vices to have a surge suppression system installed in their home. On May 12, 2011, FME installed a HOMEGUARD surge suppression system on the customer's home. The FME installation involved placement of a surge suppression socket at the customer's meter base and providing the Vices with a kit containing smaller surge suppression devices to be utilized in the home. Mr. Vice indicated that they continued to experience power surges resulting in damage to additional household equipment after the installation of the HOMEGUARD system. During its meeting with PSC staff on August 8, 2012, FME indicated that the in-home surge suppression device connected to the damaged equipment in the Vice home was tested by Schneider Electric Testing. However, at that time there was no discussion regarding the installation of the surge suppression socket ("collar") at the meter base. PSC staff became aware of the presence of the collar on the meter base during the installation of the PSC voltage recorder at the Vice home. PSC staff was informed of the presence of the collar when an FME employee removed the meter at the Vice home to check for signs of damage. Later that afternoon, PSC staff met with FME to review the events that had taken place at the Vice home. When asked about the collar installed at the customer's meter base, FME staff seemed surprised and researched any information they had regarding the installation of the device and any related test records on the device.

It was later determined that the collar installed at the customer's home had not been tested. At the request of PSC staff, FME sent the collar to Square D Laboratory for testing where it was determined that the device had been subjected to a sustained overvoltage. The device is designed to sound an alert when an event occurs, but no noticeable alert from the device had been noted prior to or during the time when the collar was discovered by PSC staff.

The attached report and findings by the investigator conclude this investigation by Engineering. Please advise if you have any questions related to this report or need more information related to the findings or the investigator's comments contained therein. Thank you.





Steven L. Beshear  
Governor

Leonard K. Peters  
Secretary  
Energy and Environment Cabinet

Commonwealth of Kentucky  
**Public Service Commission**  
211 Sower Blvd.  
P.O. Box 615  
Frankfort, Kentucky 40602-0615  
Telephone: (502) 564-3940  
Fax: (502) 564-1582  
psc.ky.gov

David L. Armstrong  
Chairman

James W. Gardner  
Vice Chairman

## COMPLAINT INVESTIGATION REPORT

<b>Utility:</b> Fleming-Mason Energy Cooperative (FME)	<b>Address:</b> 1449 Elizaville Road, Flemingsburg, KY
<b>Contact Person:</b> Steve Harn	<b>Phone #:</b> (606) 845-2661
<b>Complainant(s) Name:</b> Jeff Vice	<b>Complaint #:</b> 2012-01313
<b>Address:</b> 86 Appaloosa Lane, Sharpsburg, KY	<b>County:</b> Bath
<b>Phone #:</b> [REDACTED]	<b>Email:</b> [REDACTED]
<b>PSC Investigator:</b> Jeff Moore	<b>Complaint Date:</b> 6/28/2012
<b>Field Visit:</b> Yes	<b>Date:</b> 8/8/2012

**Reason:** A complaint filed (pages 6-22) with Consumer Services by Mr. Vice on 6/28/2012 was forwarded to the Engineering Division requesting a voltage recorder be installed at Mr. Vice's location. FME and Mr. Vice were contacted about installing the voltage recorder at Mr. Vice's location. The voltage recorder was installed on 8/8/2012 and removed on 8/30/2012.

**List Person(s) Involved:**

**Utility/Company:** Chris Perry, Steve Harn, Brandon Hunt, and Joni Hazelrigg.

**Customer:** Jeff & Christy Vice

**List Facilities Damaged or Involved:** The items Mr. Vice listed as damaged are noted on page 36.

**Additional Information Requested From:**

**Company:** Voltage data from FME at Mr. Vice's location, photos of issues discovered on the circuit serving Mr. Vice, system maps noting location of issues discovered, revised timeline and system maps noting issues discovered on the circuit feeding Mr. Vice between 8/8/2012 and 8/30/2012, and test results on the surge suppression devices used at Mr. Vice's home. These documents are noted on pages 45-77.

**Customer:** All information describing and/or verifying the damaged equipment during the timeline, cost of the damaged equipment, results/reports from any third-party electrical inspections performed on behalf of the home owner, test results on the HOMEGUARD equipment used by the home owner (offered through FME at a monthly cost on the utility bill), a copy of all correspondence between FME and HOMEGUARD pertaining to the claims filed. These documents are noted on pages 24-43.

**Findings:** On 7/3/2012 a memo was sent from Customer Services Division to Engineering Division requesting a voltage recorder be installed at Mr. Jeff Vice's home. Mr. Vice filed a complaint with the Commission on 6/28/2012 stating equipment at his home was damaged due to power outages and power surges. Mr. Vice was contacted to discuss his complaint and schedule a date and time to install the Meter Standards Laboratory (PSC) voltage recorder. FME was also contacted to confirm the date and time to install the PSC voltage recorder and review the complaint. On 8/8/2012 a meeting with FME was scheduled to review Mr. Vice's complaint and install the PSC voltage recorder at the transformer pole (Mr. Vice is the only customer served from this transformer) serving Mr. Vice's home. During the meeting with FME the voltage recorder data was reviewed from Mr. Vice's location and a neighbor's location on Walking Horse Way on August of 2010 and June of 2012. The voltage charts provided by FME are included in the complaint and are noted on pages 10 and 12. The voltage chart noted on pages 10 and 12 indicate a couple of noticeable events. During the meeting with FME on 8/8/2012, PSC staff requested the actual data (voltage recordings) from the recorder installed at Mr. Vice's location. The voltage recorder data was extracted from FME's file and provided during the follow-up visit on 8/30/2012. The data provided by FME on pages 45 - 47 indicate the actual voltage recorded during the event. During the meeting to review Mr. Vice's complaint, FME stated they had personnel inspecting the circuit that fed Mr. Vice for any issues. FME provided a timeline of events (both Distribution and Transmission) that affected this circuit. Issues discovered from the inspection of the circuit are noted on pages 48 - 77. On 11/30/2009 FME noted a set of insulators found on the circuit that fed Mr. Vice were breaking down and starting to track over. To explain, the insulators can crack or deteriorate, which can allow voltage to flow across the insulator to the pole, equipment, or conductors causing a fault which could result in voltage sags and or swells. As stated in a letter from FME to Mr. Vice, these types of faults can be hazardous to sensitive equipment and electronics. On 3/8/2010, Mrs. Vice called FME requesting reimbursement for a damaged heat pump as a result of the power outage that occurred on 11/30/2009. FME submitted a claim to its insurance company and the results of the claim are noted on pages 13 - 17.

On 5/12/2011 FME made arrangements to install a HOMEGUARD surge suppression system on Mr. Vice's home. This system was from a third party offered through FME at a monthly charge on the customer's utility bill. According to Mr. Vice they experienced issues with power surges after the HOMEGUARD system had been installed, and more damage to household equipment. During the meeting with FME on 8/8/2012, PSC staff was informed the in-house surge suppression device connected to the equipment Mr. Vice claimed was damaged had been tested by Schneider Electric Testing. The test results on the surge suppression device are noted on page 31.

While installing the PSC voltage recorder at Mr. Vice's location, a FME employee removed the meter at the house to check the meter base installation for signs of damage. At that time I was informed a surge suppression device (socket the meter plugged into) supplied by HOMEGUARD had been installed. This device was not discussed during our meeting with FME that morning on 8/8/2012 before leaving to install the PSC voltage recorder. After installing the voltage recorder we met with FME to review what took place at Mr. Vice's home. I asked if the surge suppression device installed at the customers meter had been tested. FME seemed surprised to learn a surge suppression socket was installed at Mr. Vice's and looked to see if they had any information on this device and records of it being tested. The discussion during the meeting indicated this device had not been tested. At that time PSC staff suggested the surge suppression device be tested. These test results were to be added to the additional information requested during the meeting, and all requested information was made available to the investigator during the visit on 8/30/2012 to remove the PSC voltage recorder installed at Mr. Vice's location.

**Investigators Comments:** The circuit feeding Mr. Vice has experienced several events from 3/8/2010 to 9/11/2012, as noted on page 9. Causes listed range from transmission outages, animals contacting energized equipment/conductors, equipment failure, and storms which can cause faults on a circuit. Although it is difficult to determine which of these events, if any, caused damage to the Vice's equipment, it is worth noting the documentation contained in this report does show evidence of power swells and sags on the circuit feeding Mr. Vice's home. A letter from FME was sent to Mr. Vice on 3/15/2010, noting an outage event that occurred on 11/30/2009 and the discovery of a set of insulators on a three-phase pole breaking down (failing) and tracking over causing a fault on the circuit. As stated by FME, this can cause voltage swells and sags that can be hazardous to sensitive equipment and electronics. After experiencing several events FME encouraged the Vice's to have a surge suppression system (HOMEGUARD) installed. This system was offered at that time through FME at a monthly charge on the customer's bill. On 5/12/2011 FME installed the surge suppression socket at the Vice's meter base and dropped off a kit which contained smaller surge suppression devices for use in the home. The Vice's stated they experienced events after the HOMEGUARD system had been installed and claimed that more equipment was damage. The in-house kit provided by HOMEGUARD was replaced and the surge suppression devices provided in the kit for use in the home was tested. The test results of the in-house kit did not indicate any overvoltage.

The surge suppression device installed at the meter was sent in for testing and according to Square D Laboratory, the test results noted on page 32 indicate evidence of overvoltage. The device is designed so a diagnostic indicator (some type of audible alarm) should alert the user an event has occurred. While installing the PSC voltage recorder on 8/8/2012 and before the device had been sent in for testing, no noticeable alert from the socket suppression device installed at the customer's meter base was noticed.

The PSC voltage recorder installed at Mr. Vice's location from 8/8/2012 to 8/30/2012 recorded the following minimum and maximum voltage (v) ranges on VA of 118.0v – 126.3v and 118.5v – 125.9v for VB. This is within the allowable tolerances prescribed in KAR 807 5:041, Section 6, Voltages and Frequency. The minimum and maximum voltage on the system neutral was 0v – 6.3v, and the minimum and maximum amperage (amps) on the system neutral was 0.03amps – 12.38amps. The PSC voltage recorder file can be viewed on the CD provided with this report.

**Attachments:**

Attachment A: Consumer Complaint 2012-01313

Attachment B: Customer Provided Information and Documentation

Attachment C: Company Provided Information and Documentation

Attachment D: PSC Photographs

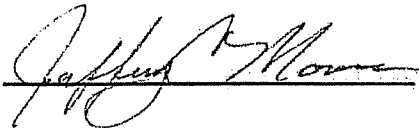
**REPORT SUBMITTED BY:**

Jeffrey C. Moore

Electric Utility Investigator

Engineering Division

Kentucky Public Service Commission

Signature: 


Date: 10/23/12

**REPORT REVIEWED BY:**

Eric C. Bowman, P.E.

Manager, Electric & Telecommunications Branch

Kentucky Public Service Commission

Signature: 

Date: 10/23/12



Steven L. Beshear  
Governor

Leonard K. Peters  
Secretary  
Energy and Environment Cabinet

Commonwealth of Kentucky  
Public Service Commission  
211 Sower Blvd.  
P.O. Box 615  
Frankfort, Kentucky 40602-0615  
Telephone: (502) 564-3940  
Fax: (502) 564-3460  
psc.ky.gov

David L. Armstrong  
Chairman

James W. Gardner  
Vice Chairman

Linda Breathitt  
Commissioner

**MEMO TO:** Eric Bowman

**FROM:** Ginny Smith, Consumer Services *gs*  
**DATE:** July 3, 2012  
**RE:** Fleming-Mason Energy Cooperative

Attached is a complaint received by Jeff and Christy Vice. Customers are experiencing frequent blinks on their Fleming-Mason Energy service. Please place a voltage recorder on customer's meter and advise Consumer Services of the outcome.

Thank you for your attention to this matter.

# ATTACHMENT A

PSC Consumer Inquiry System

7/2/2012

<b>Complaint:</b> 2012-01313	<b>Entry Date:</b> 6/28/2012	<b>Closed Date:</b>	<b>Contact Type:</b> Hotline
<b>Name:</b> Vice, Jeff and Christy	<b>Utility:</b> Fleming-Mason Energy Cooperative, In	<b>Utility Nbr:</b> 1600	<b>Location:</b> Residence
<b>Address:</b> 86 Appalossa Lane Sharpsburg, KY 40374	<b>Utility Type:</b> Rural Electric	<b>Reason:</b> Service quality/repair ( Service outage/interruption ) (none) ( none )	
<b>County:</b> Bath	<b>Home:</b>	<b>Work:</b>	<b>Complaint referred by:</b>
<b>Fax:</b>	<b>CBR Nbr:</b>		
<b>Cell:</b> [REDACTED]	<b>Email:</b>		
<b>Contacted Utility?</b> <input checked="" type="checkbox"/>	<b>Spoke with:</b> customer service		
	<b>Cust Relations:</b> Failed To Correct Problem		
<b>Utility Contact:</b>	<b>Contact's</b> (606) 845-2661		
<b>Preliminary Description:</b> frequent power surges/outages	<b>Other Contacts:</b>		
<b>Processor:</b> CAROLJ.CUMMINS			
<b>See File</b> <input type="checkbox"/>	<b>Case Related</b> <input type="checkbox"/>	<b>Staff Referral</b> <input type="checkbox"/>	<b>Confidential</b> <input type="checkbox"/>
<b>Info Only</b> <input type="checkbox"/>	<b>Formal Forms</b> <input type="checkbox"/>	<b>Ref to Util</b> <input checked="" type="checkbox"/>	<b>Customer Satisfied</b> Yes <input type="radio"/> No <input type="radio"/>

**PSC Narratives:**

**Investigator:** CAROLJ.CUMMINS

**Date:** 6/28/2012 9:17:37 AM

Customer's house is 6 1/2 to 7 years old. For the last two years, he has experienced frequent power outages/power surges. The power will go off and then come right back on or come on in a couple of minutes. In the last two years, he has lost a central air unit, water heater, two dishwashers, five computers, and two 50" tvs. The central air and TVs alone cost customer \$7000. Customer even bought a surge protection from Fleming-Mason for \$5/month where if an appliance goes out they will replace it. He has yet to have anything replaced by Fleming-Mason. The different experts who have come to replace his appliances have told him the appliances are being lost due to power surges. Fleming has told him that he is at the far end of the service territory. Customer feels Fleming-Mason should either correct the problems to give him reliable service that won't cost him his appliances repeatedly or turn him over to KU for them to provide reliable service. Since Friday, it has gone off three times. One time was the result of a rabbit in the line.

**Utility Response:**

**Date:** 7/2/2012 11:05:23 AM

We are compiling all of our notes and documents - I will try to get it all to you no later than Monday July 2 if that is OK. Lots of stuff going on here!  
Thanks,  
Joni

Joni Hazelrigg, CFO  
Fleming-Mason Energy  
P O Box 328, Flemingsburg KY 41041  
Phone 800.464.3144 X347; Fax 606.845.1008

**Date:** 7/2/2012 12:46:56 PM

Attached is FME's response to the above referenced complaint. The Vice's have had more blinks and outages this year than we like to see - several on the transmission side. We have inspected their circuit in the last couple of weeks and fixed what maintenance issues we found. We are waiting on the manufacturer of the Homeguard system to see if there has been a malfunction with that. If so, the company will take responsibility for any defect. We will continue to monitor this circuit closely.

There was not a rabbit on the line - it was a hawk. Not sure where that came from??

**2012-01313 (Continued)**

I have not talked with the Vice's personally, but would be glad to if you think that may help. We have worked with them in the past with payment arrangements and have not had any problems.

On the attached time line - ~~I made a mistake on 2 of the dates of EKP outages - they occurred on 6/22 and 6/23 - NOT 6/15 and 6/16.~~

Please let me know if you need further information. I will be out of office Tuesday & Wednesday.

Thanks,  
Joni

Joni Hazelrigg, CFO  
Fleming-Mason Energy  
P O Box 328, Flemingsburg KY 41041  
Phone 800.464.3144 X347; Fax 606.845.1008





FLEMING-MASON ENERGY  
COOPERATIVE, INC.

P.O. Box 328 • FLEMINGSBURG, KENTUCKY 41041 • (606) 845-2661 • FAX (606) 845-1008

### Voltage Recorder Data Sheet

Customer Name: Christy Vice

Address: 86 Appaloosa Trail

Location Number: 370553029

Meter Number: \_\_\_\_\_

Set Recorder Id: \_\_\_\_\_

Date: 5-4-11

Time: ~~9:30~~ 9:30

Voltage A / Neutral: 124 - ~~124~~ - 248

Voltage B / Neutral: 124 - ~~124~~ - 248

Voltage Phase / Phase: 248

Signature: Jamie Hawkins

Remove Recorder Id: \_\_\_\_\_

Voltage A / Neutral: 122

Voltage B / Neutral: 122

Voltage Phase / Phase: 244

Date: 5-12-11

Time: 11:30

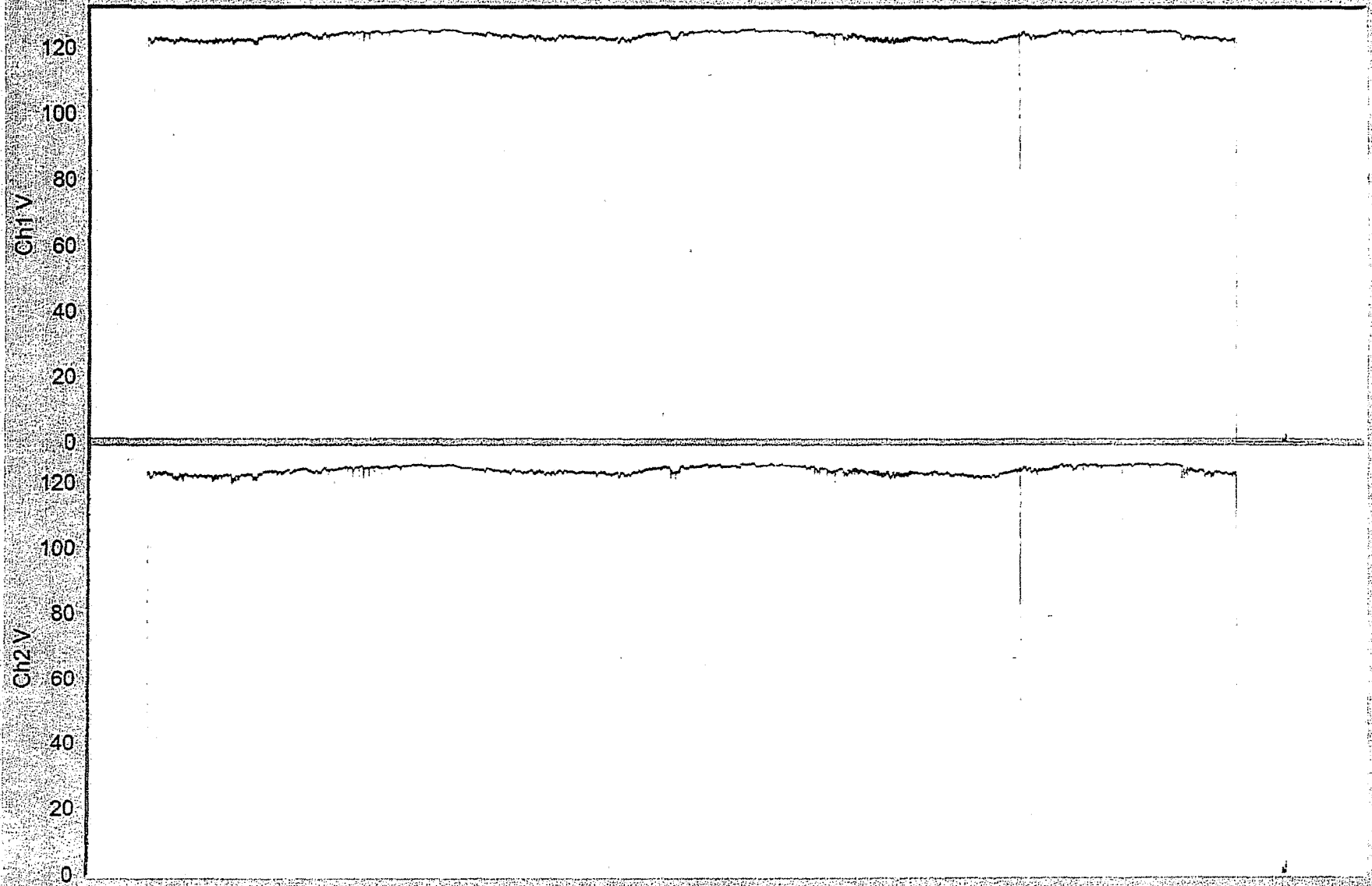
Signature: Jamie Hawkins

# RMS Voltage

Min

Ave

Max



26 Tue

27 Wed

28 Thu

Jun 2012

Richard Lee Walking Horse Way

Zimbra

bhunt@fme.coop

± Font size ±

---

## FW: Damage to Property Owned by Others Claim Received

---

**From :** Dawn Franta <DFranta@federatedrural.com>  
**Subject :** FW: Damage to Property Owned by Others Claim Received  
**To :** bhunt@fme.coop

Mon, Mar 08, 2010 09:18 AM

We have received your electronically submitted claim. We have assigned number 16GC104066 to your claim to help us identify the claim in our future communications. This claim has been assigned to me and if you have any questions or concerns, please contact me. Please remember to use this claim number in ALL communications. If our contact information is given to the claimant this claim number should always be included.

Sincerely,

Dawn A. Franta, AIC, AIS  
Claims Service Representative  
1-800-356-8360 ext. 119  
Direct Fax #: 913-541-2819

A Damage to Property Owned by Others Claim has been submitted on the Federated Rural Electric Insurance extranet. Please see the details of the submission below.

Named insured: Fleming-Mason Energy Cooperative ( 16004 )  
Claim reported by: Brandon Hunt Title: Systems Engineer  
Office phone: (606) 845-2661 Ext: 357  
Other/cell phone number: - ( ) - Fax number: ( ) - Pager: - ( ) -  
E-mail address: bhunt@fme.coop

Mailing address:  
P.O. Box 328  
Flemingsburg, KY 41011

### Property Damage Claim

#### Information about the claimant(s)

---

**First Claimant**

**Name:** Christy Vice  
86 Appaloosa Lane  
Sharpsburg, KY 40374  
**Home Phone:** ( ) -  
**Work Phone:** [REDACTED]  
**Other / Cell Phone:** ( ) -  
**Email:** [REDACTED]

**Second Claimant**

**Name:**

**Home Phone: ( ) -**

**Work Phone: ( ) -**

**Other / Cell Phone: ( ) -**

**Email:**

**Additional Claimants?**

**What happened?**

**When did this Incident occur**

Date: 11/30/2009 Time: 5:37 AM

**Where did this Incident occur?**

86 Appaloosa Lane  
Sharpsburg, Bath KY

**Briefly describe what happened**

Early morning on 11/30/09 FME received an outage call with several outages in the Sharpsburg area. After some extensive troubleshooting the crews found a set of insulators on a three phase pole that had begun to break down and starting to track over. This had caused several faults in the area and eventually kicked off the upline protective recloser. Crews made the necessary repairs and restored the power to the area. The cause for the insulator breakdown was unknown. FME received a call towards the end of February from Mrs. Vice stated that the power outage mentioned above cause some damage to her heat pump. The damage has already been repaired and she has sent me a letter from the repair technician stating that the damage was caused from high voltage. She also sent an invoice for the repairs.

**Damage Description:**

Repairs to heat pump - \$2,945.00

**Has this incident been reported to law enforcement or other authorities? No**

**Do you plan to report it? No**

**Information about witness**

**Did any employees witness the incident? No**

**Did anyone else (non-employees) witness the incident? No**

**Additional Comments**

**Other details related to this Incident**

Zimbra

bhunt@fme.coop

± Font size ±

---

**Re: Letter/Outage Date**

---

**From :** Brandon Hunt <bhunt@fme.coop>

Mon, Mar 15, 2010 03:06 PM

**Subject :** Re: Letter/Outage Date**To :** Christy Vice [REDACTED]**Reply To :** bhunt@fme.coop

Christy,

Your husband requested a statement explaining the details of the power outage.

To Whom it may concern:

Early morning on 11/30/09 FME received an outage call with several outages in the Sharpsburg area. After some extensive troubleshooting the crews found a set of insulators on a three phase pole that had began to break down and starting to track over. This had caused several faults in the area and eventually kicked off the upline protective recloser. The faults that were caused by the equipment failure have the potential to effect the power quality of consumers served by this line. Faults have the potential to increase the amount of current on the line and therefore cause protective equipment to open to try to remove the higher fault current. This naturally causes voltage sags and/or swells that can be hazardous to sensitive equipment and electronics. For this very reason, Fleming Mason encourages that surge protectors and uninterruptable power supplies (UPS) should be utilized at residential locations that are vulnerable to momentary interruptions.

Crews made the necessary repairs and restored the power to the area. The cause for the insulator breakdown was unknown. FME received a call towards the end of February from Mrs. Vice stated that the power outage mentioned above cause some damage to her heat pump.

If you have any questions feel free to contact me.

Brandon Hunt  
System Engineer  
Fleming Mason Energy  
Flemingsburg, KY  
1-800-464-3144

----- Original Message -----

From: "Christy Vice" [REDACTED]  
To: "bhunt@fme.coop" <bhunt@fme.coop>  
Sent: Monday, March 1, 2010 11:27:36 AM  
Subject: Letter/Outage Date

Brandon,

The power outage at my home (86 Appaloosa Lane Sharpsburg, KY 40374) occurred on November 30, 2009. I have attached the letter from the company who replaced my unit explaining the reason for the replacement, along with the invoice. When talking with my neighbor about the date of the outage he reminded me that when he called to report the outage they told him it was due to a transformer. Can you respond to this email to let me know that you received it and also what the time frame is to find out if it will be covered-

Thank You,  
Christy Vice



**PrimeLending**  
A PlainsCapital Company

Christy L. Vice

Loan Officer

916 Indian Mound Drive

Mount Sterling, KY 40353

Ph. [REDACTED]

Fax [REDACTED]


PlainsCapital Corporation made the following annotations

The information contained in this e-mail is strictly confidential and for the intended use of the addressee only. Any disclosure, use or copying of the information by anyone other than the intended recipient is prohibited. If you have received this message in error, please notify the sender immediately by return e-mail. PlainsCapital Corporation has taken every reasonable precaution to ensure that any attachment to this e-mail has been checked for viruses. We accept no liability for any damage sustained as a result of software viruses and advise you carry out your own virus checks before opening any attachment. This email contains the views of the author and should not be interpreted as the views of PlainsCapital Corporation.



FEDERATED RURAL ELECTRIC  
INSURANCE EXCHANGE

A reciprocal exchange managed by Federated Rural Electric Management Corp.

A Touchstone Energy Cooperative 

March 8, 2010

Ms. Christy Vice  
86 Appaloosa Lane  
Sharpsburg, KY 40374

Re: Our Claim #: 16 GC 104066  
Date of Loss: 11/30/09  
Our Insured: Fleming-Mason Energy Cooperative

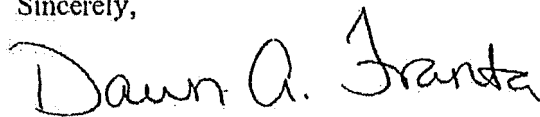
Dear Ms. Vice:

Federated Rural Electric Insurance is the liability carrier for Fleming-Mason Energy Cooperative, and we have received information pertaining to your claim for damages.

In order for us to be able to consider reimbursement in this type of situation, there must be some evidence of negligence on the part of the insured. In this particular case, the problem originated from equipment failure of a set of insulators. Equipment failure is sudden and unforeseeable and not a result of negligence on the part of the insured. Once they were made aware of a problem, our insured responded and resolved the problem as soon as was feasible. Accordingly, we must respectfully decline to make any voluntary payment on their behalf.

We can only suggest that you contact your own insurance carrier regarding coverage of this loss.

Sincerely,



Dawn Franta, AIC, AIS  
Claims Service Representative

✓ cc: Fleming-Mason Energy Cooperative  
Attn: Brandon Hunt

***ServiceOrder Notes***

**109623**

**Thu 8/12/2010 3:31 PM T JWILLS**  
**SET RECORDING VOLT MTR - 8/12/10 JH**

---

**Thu 8/12/2010 9:06 AM T 362**  
**put up recording volt meter consumer says lights blinking J.Hawkins**

---

**Thu 7/29/2010 3:03 PM T ABUSSELL**  
**CONS REQUESTED VOLTAGE RECORDER**

---



**ServiceOrder Notes**

**110249**

Thu 8/19/2010 3:50 PM T 362  
Comp. J. Hawkins

---

Thu 8/12/2010 3:32 PM T JWILLS  
PLEASE GO BACK & PICK UP RECORDING VOLT METER --- SET BY JHAWKINS ON  
8/12 - THANKS

---

***ServiceOrder Notes***

**122601**

**Wed 5/4/2011 12:28 PM T 378**

checked trans everything ok put up recording volt meter voltage 124-12  
4-248 talked to consumer about home gaurd protection J.Hawkins

---

**Thu 4/28/2011 2:16 PM T ABUSSELL**

**CHECK TRANSFORMER AND CONNECTION MEMBER IS HAVING VOLTAGE FLUCTUATION**

---

**ServiceOrder Notes**

**123151**

Thu 5/12/2011 2:37 PM T 378

checked ground ohms 20 installed homeguard J.Hawkins

---

Thu 5/12/2011 8:00 AM T JWILLS

PLEASE INSTALL HOME GUARD DEFENDER - LEAVE BOX WITH HOME OWNER - THIS IS A RENTAL - GIVE TO JAMIE

---

***ServiceOrder Notes***

**134792**

Thu 2/9/2012 7:44 AM T JWILLS  
DROPPED OFF REPLACEMENT KIT - 2/8/12 MFULTZ

---

Tue 2/7/2012 9:30 AM T JWILLS  
\*\*\*\*\* SEE MARY BETH BEFORE GOING \*\*\*\*\*  
THIS IS A REPLACEMENT KIT --- SEE MARY BETH FOR INSTRUCTIONS - THANKS

---

## ATTACHMENT B

Ms. Christy L. Vice  
86 Appaloosa LN.  
Sharpsburg, KY 40374

RE: 

Dear Ms. Vice:

Upon careful consideration, Fleming-Mason Energy will no longer be selling or supporting the Homeguard Defender system that you had installed in your home. While this system is still operational and offers valuable protection to your home, with new technology on the market customers now have more advanced options available to them. The \$5.30 monthly charge will no longer appear on your bill. All in-home devices will belong to you and the meter base service entrance device will remain.

As in the past, all warranties are covered by the Homeguard Defender manufacturer.  
Contact information is:

Schneider-Electric  
1751 South 4800 West  
Salt Lake City, UT 84104  
Phone: 800-877-1174

If you have any questions or concerns, please contact me.

Sincerely,

**Moore, Jeffrey C (PSC)**

---

**From:** jeff vice <jeff\_vice@hotmail.com>  
**Sent:** Thursday, August 30, 2012 11:52 AM  
**To:** Moore, Jeffrey C (PSC)  
**Subject:** FW: Philips TV

send to you as i get everything in today

- > Date: Tue, 17 Jan 2012 12:43:04 -0500
- > From: radcad@kih.net
- > To: [REDACTED]
- > Subject: Philips TV
- >
- > Model: 50pfp5332d/37
- > Ser.: ya1o733036854
- >
- > This unit was damaged by a power surge and/or low voltage and is beyond economical repair.

# **P M REFRIGERATION, LLC**

**EDDIE PURVIS**

**PHIL MEEHAN**

**4907 Veterans Memorial Hwy**

**Sharpsburg, Ky 40374**

**606-782-1905**

**pmeehan@toast.net**

**MO 2079**

**QUOTE**

**1/29/2010**

**TO: JEFF VICE**

**APALOOSA WAY**

**SHARPSBURG, KY**

**REPLACE 20 KW ELECTRIC HEAT STRIP IN BASEMENT AIR**

**HANDLER WITH NEW ONE**

**TOTAL LABOR & MATERIAL-----\$845.00**



**Moore, Jeffrey C (PSC)**

---

**From:** jeff vice [REDACTED]  
**sent:** Friday, August 31, 2012 7:24 AM  
**To:** Moore, Jeffrey C (PSC)  
**Subject:** Fwd: Claim Report

Sent from my iPhone

Begin forwarded message:

**From:** [Nick.Mcgill@schneider-electric.com](mailto:Nick.Mcgill@schneider-electric.com)  
**Date:** August 30, 2012 5:29:48 PM EDT  
**To:** <[REDACTED]>  
**Subject:** Claim Report

Mr. Vice,

I am still waiting on my quality department to complete the test report, so I can forward it to you. I will try and get all the information together and sent to you tomorrow.

Thanks,

Nick

---

Nick McGill | Schneider Electric | North America Operations | United States | Sr.  
Customer Service Administrator  
Phone: +801-415-7624 | Toll Free: +800-877-1174 ext. 324 | Fax: +801-606-2851 |  
Email: [nick.mcgill@schneider-electric.com](mailto:nick.mcgill@schneider-electric.com) | Site: [www.schneider-electric.com](http://www.schneider-electric.com) | Address:  
1751 South 4800 West, Salt Lake City, UT 84104 USA

\*\*\* Please consider the environment before printing this e-mail

# **PM REFRIGERATION** LLC

**EDDIE PURVIS**

**PHIL MEEHAN**

**4907 Veterans Memorial Hwy**

**Sharpsburg, Ky 40374**

**606-782-1905**

**pmeehan@toast.net**

**MO 2079**

March 1, 2010

Mr. Jeff Vice  
86 Appaloosa Lane  
Sharpsburg, KY 40374

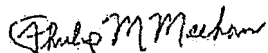
Mr. Vice,

On February 12, 2010, we replaced a Heat Pump Condensing Unit at your residence that had not been operational for some time. Upon inspection by us we found the following damage:

- Compressor start and run windings were shorted to common and to ground.
- Capacitor was blown
- Contactor was welded closed

In our opinion, these damages were caused by a surge in the line voltage. I have attached a copy of the invoice for the replacement of the unit.

Thank you,



Philip Meehan  
PM Refrigeration

> > Subject: Claim Report  
> > To: [REDACTED]  
> > From: [Nick.McGill@schneider-electric.com](mailto:Nick.McGill@schneider-electric.com)  
> > Date: Thu, 30 Aug 2012 15:29:48 -0600

> > Mr. Vice,

> > I am still waiting on my quality department to complete the test report, so I can forward  
> > it to you. I will try and get all the information together and sent to you tomorrow.

> > Thanks,

> > Nick

---

> > Nick McGill | Schneider Electric | North America Operations | United States | Sr.  
> > Customer Service Administrator  
> > Phone: +801-415-7624 | Toll Free: +800-877-1174 ext. 324 | Fax: +801-606-2851 |  
> > Email: [nick.mcgill@schneider-electric.com](mailto:nick.mcgill@schneider-electric.com) | Site: [www.schneider-electric.com](http://www.schneider-electric.com) | Address:  
> > 1751 South 4800 West, Salt Lake City, UT 84104 USA

> > \*\*\* Please consider the environment before printing this e-mail

---

> > This email has been scanned by the Symantec Email Security.cloud service.

---



CHRISTY VICE  
86 APPALOOSA TRAIL  
SHARPSBURG KY 40374

ACCT NO [REDACTED]

TIME LINE & HISTORY OF ACCOUNT:

3/8/2010 FME received a call from Mrs. Vice requesting reimbursement for heat pump damage. She said the damage occurred during a power outage that happened on 11/30/09. FME submitted a claim to our insurance company for their review. Attached is the description of the outage and the insurance company's response.

7/29/2010 FME received request from Mrs. Vice to install a voltage recorder due to blinks.

8/12/10 -  
8/20/2010 Voltage recorder installed at residence - copy of recording attached. One blink registered on 8/13/10.

4/28/2011 FME received request from Mrs. Vice to install a voltage recorder due to voltage fluctuations

5/4/11 -  
5/12/2011 Voltage recorder installed. Checked transformer. No abnormal activity found.

5/12/2011 Installed Homeguard Defender system - whole house surge protection provided to X  
FME customers upon request.

2/7/2012 Received notification that Homeguard system had taken a hit. Lost TV sometime in January. FME rep explained that the Homeguard is guaranteed by the manufacturer and that the damaged kit needs to be sent back for inspection. The manufacturer will stand behind the product.

*X - left call on file august - 2012  
FME did not know it was  
on house*

2/9/2012 FME dropped off replace Homeguard kit and instructed Mr. Vice to mail the damaged kit back to the manufacturer for their review to determine if the product malfunctioned.

4/23/2012 Substation outage - EKP maintained.

5/10/2012 Substation blink

6/10/2012 Hawk on line - caused outage on FME's line

6/15/2012 East Ky Power had a broken guy wire get into the phase going to the Vice's - caused blink.

6/17/2012 East Ky Power had unplanned outage fixing the broken guy wire.

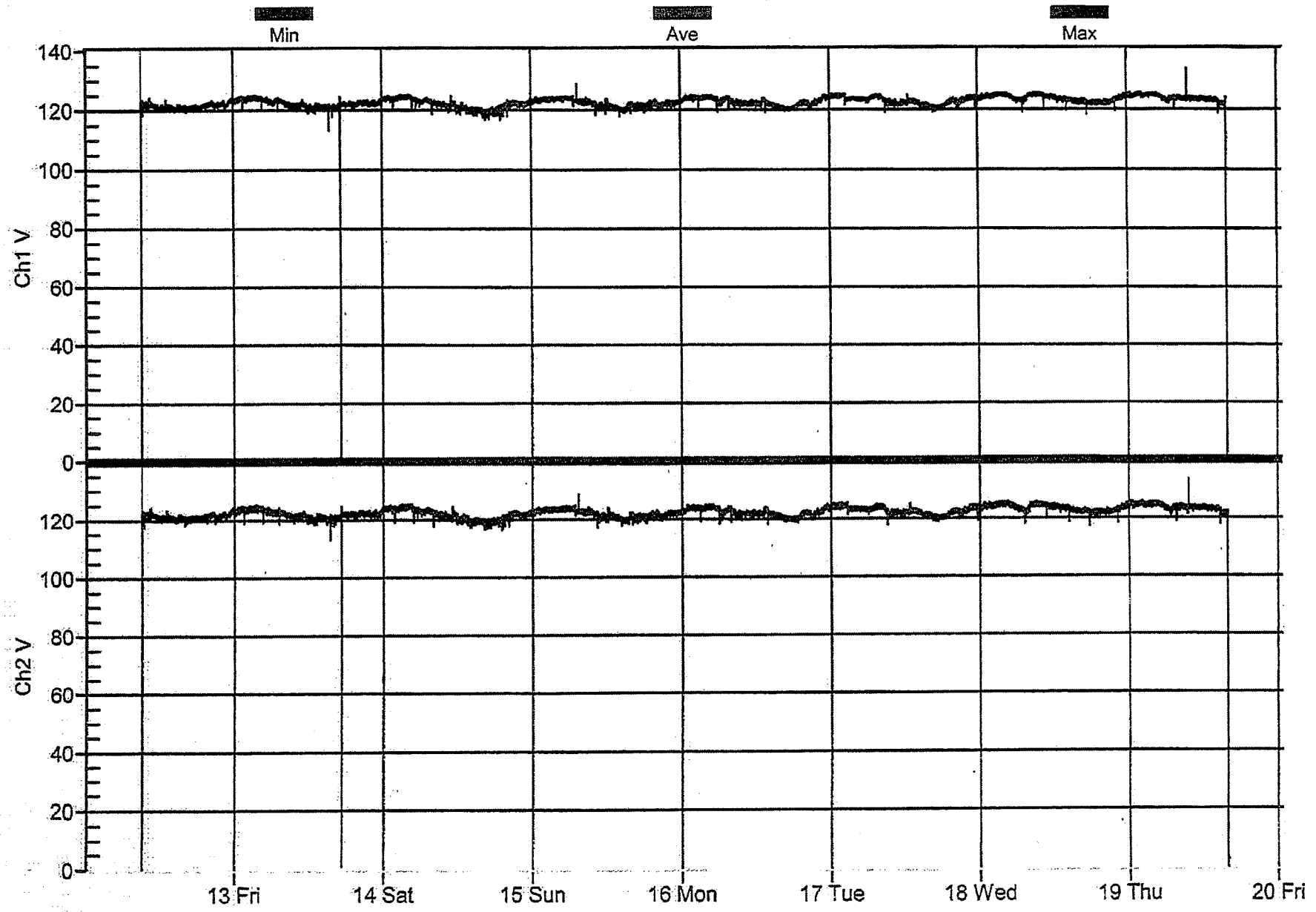
6/20/2012 Vice's contacted office that they had not heard from Homeguard manufacturer. After discussion, it was discovered that the damaged kit had not been mailed by the Vice's. It has now been sent out. They are waiting on the results of the manufacturer inspection to determine if the protector did not function properly.

6/25/12-  
6/28/2012 Installed voltage recorder on a neighboring house - recording attached. 2 blinks.

6/25/12-  
7/2/2012 FME has dispatched 2 line inspectors and 2 servicemen to visually inspect the circuit from the substation to the Vice's residence (approx 15 miles). FME has replaced 3 bad insulators found on a pole; cut several trees out of the line; replaced 2 bad lightning arrestors.

We will continue to monitor this circuit closely. The entire circuit has now been visually inspected and all maintenance performed that was identified.

# RMS Voltage



Aug 2010  
Walking Horse Way



August 30, 2012

Jeff Vice  
86 Appaloosa Lane  
Sharpsburg, KY 40374

Re: Claim No. R13893

Dear Mr. Vice:

The homeguard unit HG4S250B, has been tested and the unit does show that it sustained a surge. I have included a copy of the test results that you requested. The warranty for the homeguard unit covers up to \$1,000 per "standard white appliance" to replace or repair the units, with a maximum coverage per household of \$10,000. The "standard white appliances" are defined as an HVAC, washer, dryer, stove, refrigerator, freezer, dishwasher, and garbage disposal. I have enclosed a copy of the warranty for your records.

I have also, attached a warranty claim form, if you could please complete the claim form and send it back along with any receipts for the repair or replacement of the devices that are within the warranty period.

If you have any questions about the warranty or claim, please feel free to call me at 801-415-7624.

Sincerely,

A handwritten signature in black ink that reads "Nick McGill". The signature is written in a cursive style.

Nick McGill  
Warranty / Claim Administrator



# Autopsy Report

---

## Test Results

---

### Meterbase

RMA #	Date Code	LED	Buzzer	Jaws	Wires	MOV'S	Thermal Fuses
13893	9803	N/A	OUT	OK	OK	OK	OK

Date of Report: August 31, 2012  
CNI # N/A  
RMA # 13893

#### Summary of Results:

##### Overvoltage:

The observed condition of the internal components suggests that the unit was subjected to a sustained overvoltage. The voltage sensitive components used in these devices are unable to withstand elevated voltages for prolonged periods (>60ms) and must be disconnected from the circuit in order to prevent damage to the system. The internal fusing used in these devices is designed to take them safely offline in the event of a sustained overvoltage. Diagnostic indicators will then alert the user that the unit must be replaced.

The causes of these overvoltages are numerous but can include voltage swells, loss-of-neutral, and misapplications (ex. 120V units installed in a 277V system).

If you have any questions, please contact us. Our Customer Service Team is here to serve you Monday thru Friday 7:00 am - 5:00 pm (MST).

Square D Laboratory 1751 S 4800 W Salt Lake City, Utah 84104 (801)-977-9009		
--	--	--



# Special HomeGuard Defender Plus Limited Warranty

Lifetime Product Replacement on Pluggable Products  
15-Year Product Replacement on Service Entrance

~~15-Year Connected Equipment Protection~~

~~Standard Residential "White Appliance" - \$1,000 per Appliance, \$10,000 per Residence~~

~~Eight Outlet Plugstrip w/Cable & Telephone - \$25,000~~

~~Single Outlet w/Telephone - \$250~~

~~Single Outlet w/Cable - \$250~~

~~Single Outlet - \$250~~

~~Three Outlet - \$2,500~~

This warranty is for the benefit of the original consumer purchaser only and will continue for as long as such original purchaser uses the EFI Electronics Corporation HomeGuard Defender Plus package. Plug-in devices may vary with kit.

electrical system defects, nonauthorized modification or alteration, or catastrophic events. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

## I. Limited Product Replacement Warranty

EFI will repair or replace any EFI product that is defective or is damaged by an electrical surge (including those caused by lightning). This is a lifetime limited warranty for the EFI plug-in products and a fifteen year warranty for the HG-SSD only.

## II. Limited Damaged Equipment Warranty

### a. Scope

For a period of fifteen (15) years after you subscribe to the service, EFI will pay to repair or replace (whichever is less), with like kind or quality, damaged equipment properly connected to the EFI product at the time of the occurrence that is directly damaged by an electrical surge, provided the EFI product (1) was plugged into a grounded, three-prong outlet and (2) was also damaged from the same electrical surge. EFI's liability to repair or replace damaged equipment shall not exceed the amount of warranty coverage set forth above. In the aggregate for the specific surge protector used. At your option, you may also receive a refund of the current depreciated value of the damaged equipment at the time of the occurrence not to exceed this limitation.

### b. Connected Equipment Coverage

The HomeGuard Defender Plus provides the following connected equipment coverage:

~~1. Meter Base (HGD-120), Hard Wire (HGD-1ARSE) or Panel Mount (HGD130-Y2) Service Entrance SSD: Up to \$1,000 to repair or replace (whichever is less) residential "standard white appliances" which sustain surge damage. Maximum coverage per household: \$10,000. A "standard white appliance" is defined as an HVAC, washer, dryer, stove, refrigerator, freezer, dishwasher and garbage disposal. This portion of the warranty applies to electro-mechanical components and to any micro-processor components. Coverage is applicable only when the Service Entrance SSD (1) was active and fully functional immediately prior to the claim event and (2) sustained surge damage as a result of the claim event.~~

2. Eight Outlet Plugstrip (HGD-214): Up to \$25,000 to repair or replace (whichever is less) properly connected equipment damaged as the result of SSD failure (the SSD must also sustain surge damage).

3. Single Outlet w/Telephone SSD (HGD1-OET): Up to \$250 to repair or replace (whichever is less) properly connected equipment damaged as the result of SSD failure (the SSD must also sustain surge damage). This warranty is valid for single line phones only.

4. Single Outlet w/Cable TV SSD (HGD1-OEC): Up to \$250 to repair or replace (whichever is less) properly connected equipment damaged as the result of SSD failure (the SSD must also sustain surge damage).

5. Single Outlet SSD (HGD1-OES): Up to \$250 to repair or replace (whichever is less) properly connected equipment damaged as the result of SSD failure (the SSD must also sustain surge damage).

6. Three Outlet (HGD3-1ES): Up to \$2,500 to repair or replace (whichever is less) properly connected equipment damaged as the result of SSD failure (the SSD must also sustain surge damage).

### c. Exclusive Remedy for Damaged Equipment

The above coverage applies to the original purchaser only and is your exclusive remedy under this limited warranty, whether based in contract, tort, product liability, negligence, by statute or otherwise. EFI reserves the right to audit equipment damage, the occurrence site, and/or the cost of repairs and may request a notarized proof of loss. EFI requires you to preserve all damaged equipment and the EFI product for its examination, if necessary. This limited warranty does not cover damage associated with sustained overvoltages, vandalism, theft, normal wear and tear, obsolescence, abuse, failure to ground,

## III. Disclaimer of All Other Warranties

TO THE FULLEST EXTENT PERMITTED BY LAW, AND EXCEPT FOR THE EXPRESS WARRANTY SET FORTH ABOVE OR ANY WARRANTIES IMPLIED BY LAW, SELLER MAKES NO EXPRESS OR IMPLIED WARRANTIES. TO THE FULLEST EXTENT PERMITTED BY LAW, SELLER DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING ALL WARRANTIES OF MERCHANTABILITY AND/OR FITNESS FOR A PARTICULAR PURPOSE. THE FOREGOING DISCLAIMER MAY NOT APPLY TO YOU DEPENDING UPON THE EFI PRODUCT YOU PURCHASE, THE APPLICATION AND USE OF YOUR EFI PRODUCT OR YOUR STATUS AS A CONSUMER.

## IV. Limitation of Liability

Seller expressly disclaims any and all liability to utility customer for any consequential or incidental damages, damages for loss of use, loss of profits, income or revenue, loss of time or inconvenience, loss or damage to associated, non-connected equipment, loss of data or records, damages to tangible or intangible property, other than the equipment covered by this warranty, cost of substituted or replacement equipment other than as expressly warranted, damages associated with overvoltages, vandalism, theft, normal wear and tear, obsolescence, abuse, misuse, non-authorized modification, alteration or catastrophic events, or any other incidental, consequential or special damage arising out of the use of the products provided by seller. Seller shall not be liable for punitive, indirect, special, incidental or consequential damages arising out of this agreement or otherwise with respect to the sale of the EFI products, including any lost revenue or profits, consequential and/or incidental damages, business interruption or damage to business reputation, regardless of the theory upon which any claim may be based, including any statutory, tort contract or insurance subrogation causes of action or claims. In no event will seller's entire liability to utility customer, including any liability in the event the exclusive remedy set forth in this agreement fails of its essential purpose, exceed the amount set forth in the above limitation of warranty. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the preceding limitations or exclusions may not apply to you. This limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

## V. Warranty Claim Procedure

If any of the SSD products have defects or sustain damage covered by your HomeGuard Defender Plus warranty, call PSG Customer Assistance at 800-567-5743.

To file a claim for power surge damage to connected equipment:

1. Call Customer Assistance at 800-877-1174 ext 407 within 30 days of date of loss to obtain a warranty repair number and claim package.
2. If the claim is related to a service entrance SSD (such as a meter base) you must call your utility to have the product removed. Do not attempt to remove hard wired devices yourself.
3. If the claim is related to a plug-in SSD please remove the SSD.
4. Send the damaged EFI SSD device(s), freight prepaid, along with the completed claim form to EFI Electronics for testing and confirmation of damage.

All warranty inquiries should be directed to: PSG/EFI Enterprises, Inc.  
5186 Commercial Way, Spring Hill, FL 34606 Phone 800-567-5743

8276-0180C WCM/PGD7C 03/03

TELEPHONE 615-405-2805  
 UTILITY FLEMING-MASON ENERGY COOPERATIVE, INC  
 CONTACT

RA Claim Number  
**R13893**

# DOWNLINE WARRANTY CLAIM FORM

**STEP 2.**  
**Please provide appropriate insurance or warranty information.**  
 EFI's Connected Equipment Warranty is secondary to manufacturer's original or extended warranties, service contracts, or other forms of insurance such as homeowner's, property or EDP insurance. Deductibles for these policies are covered by the Connected Equipment Warranty. Explain how your insurance, warranties or service contract(s) will apply to this claim.

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**STEP 3.**  
**Please describe the event(s) leading to the damage of your surge protector and connected equipment.**

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**STEP 4. SYSTEM DESCRIPTION**  
**List all damaged equipment in box below.**  
 Do not include EFI Product. Attach repair receipt with an explanation of damage from service center. Information on each damaged product must be complete or this form will be returned to you. If repair cost is greater than replacement cost, contact EFI.

	TYPE OF EQUIPMENT	MAKE OR MODEL	SERIAL NUMBER (REQUIRED)	REPAIR COST
	Printer (SAMPLE)	Okidata OI/400	231425648	5250
1				
2				
3				
4				
5				
6				
<b>TOTAL</b>				

We appreciate your call to our Customer Service Department. If you have any questions while filling out this form, please call 1-800-877-1174

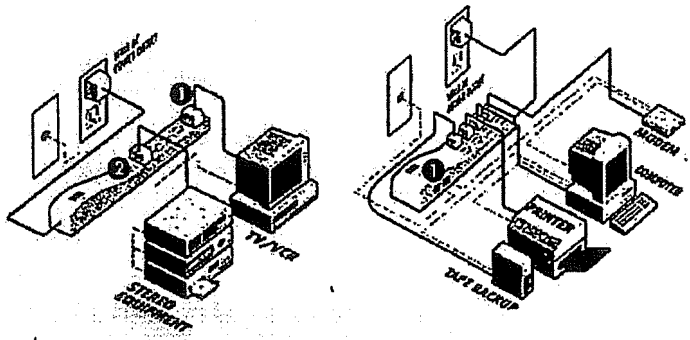
Complete this form, make a copy for your records, and return the original prior to October 6, 2012

MODEL  
 HG4S250B  
 P1500ES

**STEP 5. SYSTEM DIAGRAM**

Draw a diagram, similar to the example, showing your surge protector and all connected equipment. The drawing must include all AC power lines and other cables connected to your system. If used, show how EFI data protection modules protect telephone, cable TV, TV antenna, and other data/communication lines.

(EXAMPLES)



- ① The surge protector (plugstrip, wallmount, floor mount) provides AC power protection. It may also provide built-in features for CATV and telephone line protection.
- ② Modules plug into plugstrips or wall outlet to provide

On Sep 7, 2012, at 4:13 PM, "Moore, Jeffrey C (PSC)"  
<JeffreyC.Moore@ky.gov> wrote:

Do they know what caused it?

---

**From:** jeff vice [mailto: [REDACTED]]  
**Sent:** Friday, September 07, 2012 04:11 PM  
**To:** Moore, Jeffrey C (PSC)  
**Subject:** Re: Jeff Vice Timeline

My neighbor you met refrigerator went out today. 2 years old. Jv

Sent from my iPhone

On Sep 7, 2012, at 2:49 PM, "Moore, Jeffrey C (PSC)"  
<JeffreyC.Moore@ky.gov> wrote:

Thanks Jeff

---

**From:** jeff vice [r [REDACTED]]  
**Sent:** Friday, September 07, 2012 9:15 AM  
**To:** Moore, Jeffrey C (PSC)  
**Subject:** Jeff Vice Timeline

I have attached the timeline for you.

Thanks

**Timeline:**

**October 2007: Purchased our home (Purchased a new stove, refrigerator, freezer, and washer and dryer) two 50 inch plasma TV's and one 27 inch LCD TV. Brought with us a deep freezer (building) and refrigerator (downstairs)**

**March 2008: 2 year old microwave went out**

**May 2008: 50 in. Sony Plasma T.V. went out**

**May 2008: Compaq computer went out**

**January 2009: Dishwasher went out**

**June 2009: HP computer went out**

**December 2009: Started experiencing high electric bills, noticed problem with HVAC unit**

**January 2010: HVAC unit went out, and heating panel replaced February 2010**

**July 2010: HP computer crashed**

**December 2010: HP computer crashed (purchased Sony computer as replacement)**

**May 2011: Washer went out**

**June 2011: Deep Freezer went out**

**August 2011: Phillips 50in. Plasma went out / Dishwasher went out**

**November 2011: Small freezer in building had compressor replaced**

**December 2011: Dryer went out economically could not be replaced**

**January 2012: Was determined 50 in Phillips TV could not be economically repaired.**

**March 2012: Upstairs refrigerator microprocessor went out. Replaced with new one**

**May 2012: Sony computer went out**

**Moore, Jeffrey C (PSC)**

---

**From:** jeff vice <[REDACTED]>  
**Sent:** Friday, September 07, 2012 4:40 PM  
**To:** Moore, Jeffrey C (PSC)  
**Subject:** Re: Jeff Vice Timeline

He said control board went out first. Repaired it. Then less than year later it quit cooling below certain temp. So they just bought new one at Lowes. Jv

Sent from my iPhone

On Sep 7, 2012, at 4:13 PM, "Moore, Jeffrey C (PSC)" <[JeffreyC.Moore@ky.gov](mailto:JeffreyC.Moore@ky.gov)> wrote:

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---

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Thanks Jeff

---

**From:** jeff vice [[mailto:jeff\\_vice@hotmail.com](mailto:jeff_vice@hotmail.com)]  
**Sent:** Friday, September 07, 2012 9:15 AM  
**To:** Moore, Jeffrey C (PSC)  
**Subject:** Jeff Vice Timeline

I have attached the timeline for you.

Thanks

**Moore, Jeffrey C (PSC)**

---

**From:** jeff vice <[REDACTED]>  
**Sent:** Monday, September 10, 2012 8:16 AM  
**To:** Moore, Jeffrey C (PSC)  
**Subject:** Re: Jeff Vice Timeline

She was here and I was gone. I will find out. She is teaching today, but she said neighbors called immediately when it happened. It was nice and sunny here when it happened I do know that. I sent her text will let you know when u hear from her. Jv

Sent from my iPhone

On Sep 10, 2012, at 8:12 AM, "Moore, Jeffrey C (PSC)" <[JeffreyC.Moore@ky.gov](mailto:JeffreyC.Moore@ky.gov)> wrote:

Jeff,  
When you say shutdown, are you talking about a power outage?  
Think about the events and when you noticed them and when they took place before you lost power, during the outage, and when the power was restored. If so, how long was your power out? When did your wife hear the surge, before you lost power, during the power outage, or when the power came back on?  
Did this storm produce lightning strikes?  
Just trying to get a better picture of what took place.

---

**From:** jeff vice [REDACTED]  
**Sent:** Monday, September 10, 2012 7:53 AM  
**To:** Moore, Jeffrey C (PSC)  
**Subject:** Re: Jeff Vice Timeline

740 pm tonight big shutdown on electric. Wife said you could hear the surge this time. Jv

Sent from my iPhone

On Sep 7, 2012, at 4:13 PM, "Moore, Jeffrey C (PSC)" <[JeffreyC.Moore@ky.gov](mailto:JeffreyC.Moore@ky.gov)> wrote:

Do they know what caused it?

---

**From:** jeff vice [REDACTED]  
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**To:** Moore, Jeffrey C (PSC)  
**Subject:** Re: Jeff Vice Timeline

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Sent from my iPhone

On Sep 7, 2012, at 2:49 PM, "Moore, Jeffrey C (PSC)" <[JeffreyC.Moore@ky.gov](mailto:JeffreyC.Moore@ky.gov)> wrote:

**Moore, Jeffrey C (PSC)**

---

**From:** jeff vice [REDACTED]  
**Sent:** Monday, September 10, 2012 8:25 AM  
**To:** Moore, Jeffrey C (PSC)  
**Subject:** Re: Jeff Vice Timeline

She said it was complete shutdown for one minute. But said it was weird cause it was like she heard the house power down. But there no lightning at all. Thanks for everything. Do you know when the report will be done?

Sent from my iPhone

On Sep 10, 2012, at 8:19 AM, "Moore, Jeffrey C (PSC)" <[JeffreyC.Moore@ky.gov](mailto:JeffreyC.Moore@ky.gov)> wrote:

Okay  
Thanks

---

**From:** jeff vice [REDACTED]  
**Sent:** Monday, September 10, 2012 8:18 AM  
**To:** Moore, Jeffrey C (PSC)  
**Subject:** Re: Jeff Vice Timeline

She was here and I was gone. I will find out. She is teaching today, but she said neighbors called immediately when it happened. It was nice and sunny here when it happened I do know that. I sent her text will let you know when u hear from her. Jv

Sent from my iPhone

On Sep 10, 2012, at 8:12 AM, "Moore, Jeffrey C (PSC)" <[JeffreyC.Moore@ky.gov](mailto:JeffreyC.Moore@ky.gov)> wrote:

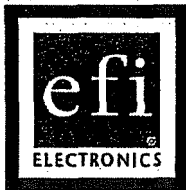
Jeff,  
When you say shutdown, are you talking about a power outage?  
Think about the events and when you noticed them and when they took place before you lost power, during the outage, and when the power was restored. If so, how long was your power out? When did your wife hear the surge, before you lost power, during the power outage, or when the power came back on?  
Did this storm produce lightning strikes?  
Just trying to get a better picture of what took place.

---

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**Sent:** Monday, September 10, 2012 7:53 AM  
**To:** Moore, Jeffrey C (PSC)  
**Subject:** Re: Jeff Vice Timeline

740 pm tonight big shutdown on electric. Wife said you could hear the surge this time. Jv

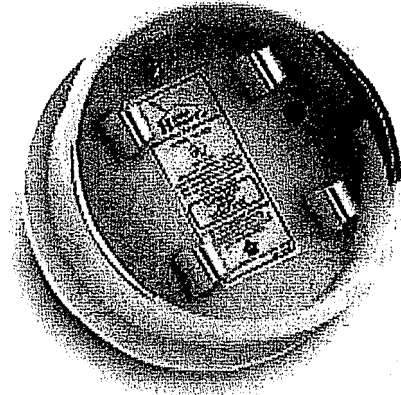
Sent from my iPhone



# HOMEGUARD™

## Meter Mounted Surge Protection

High quality surge protection mounted at the electrical meter for residential "whole house" protection. The HomeGuard provides heavy duty protection from the constant attack of transient voltages as well as high energy surge currents from nearby lightning strikes.




### APPLICATIONS

The HomeGuard by EFI Electronics is designed for installation into single phase, four or five jaw meter sockets rated up to 200 amps. The primary use is for residential and light commercial facilities.

### SUPERIOR PERFORMANCE

The EFI HomeGuard utilizes a high energy suppression circuit which provides 100,000 peak amps of surge protection to protect home office equipment, entertainment systems or other electronic household appliances.

### SAFETY

The HomeGuard meets strict safety requirements and has been listed to us, ANSI/IEEE C62.11 and CSA C22.2 No. 233.1-87 Secondary Surge Arrester standards. In addition, the HomeGuard's Short Circuit Current Rating (SCCR) assures the customer that the product has been tested for safe operation under short circuit currents of up to 18,000 amps.

### EASY INSTALLATION

The EFI HomeGuard quickly plugs into the meter socket to protect against any disturbance originating outside the home.

FEATURES	ADVANTAGES	BENEFITS
Meter Socket Adapter Design	Easily and quickly mounts to the meter socket at the service entrance	Provides "whole house" protection
Suppression Status Alarm	Provides immediate alarm if suppression is ever damaged	Prevents operating without protection
100,000 Peak Amp Capacity	Provides protection against high energy nearby lightning strikes	Keeps valuable electronics safe even in the worst electrical conditions
18kA SCCR	Certifies the design to be safe for most residential applications	Prevents dangerous failure events



# HOMEGUARD Product Specifications

## MODELS AVAILABLE

HG4S250B, HG4S250I, HG4S250D,  
HG5S250B, HG5S250I, HG5S250D

NOTE: Rated 200A continuous when used with Murray RH173CRF meter socket.  
Rated 175A continuous when used in a meter socket rated 200 continuous Amps.

## PERFORMANCE

Max Surge Current Rating	100 kA
Nominal Line Voltage	120/240 Vac
MCOV	180 Vac
ANSI/IEEE C62.41	
Category A3 200A	710 V
Category B3 500A	780 V
Category C1 3000A	820 V
EMI/RFI Noise Rejection	Up to -20dB

## MECHANICAL DESCRIPTION

Dimensions	4.27" x 6.90"
Housing Ratings	Type 3R, Non-Metallic
Product Weight	1.7 lbs
Connection Method	Plugs Into Meter Base
Thermal Fusing	Yes, LightningTemp <sup>®</sup> Fuse
Max Continuous Current Rating	200A (see note above)
Circuit Type	Parallel High Energy
Storage Temperature	-40° to +160° F (-40° to +70° C)
Operating Temperature	-40° to +140° F (-40° to +70° C)
Operating Altitude	Sea Level to 12,000 feet (3,658 Meters)

## DIAGNOSTICS

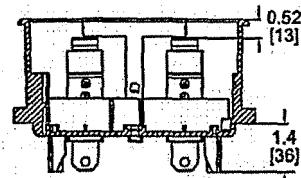
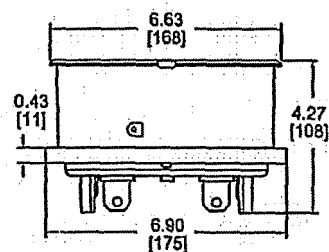
Buzzer (B), Light (L), Buzzer & Light (D)

## SAFETY APPROVALS

Secondary Surge Arrester	e <sub>UL</sub> to ANSI/IEEE C62.11 and CSA C22.2 No. 233.1-87
Short Circuit Current Rating	18,000 RMS Symmetrical Amperes, 240 Volts Maximum

## WARRANTY

Product	15 years
White Goods	\$10,000



Dimensions: in. [mm]



EFI Electronics Corporation  
1-800-877-1174  
efinet.com

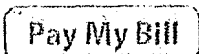
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DS014A 6/02



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### my Community



## Curing Zaps & Blinks

Power supply occurrences (zaps and blinks) that were unnoticed years ago are "reported" today by the digital clocks all around us. There are actually less blinks today than in past years; because of digital technology, we are more aware of them.

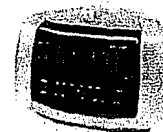
### in this Section my Community

- Preparing For Power Outages
- Helping Kids
  - Washington Youth Tour
  - Annual Meeting
  - Scholarship
  - Education Links
- Coop Connections Card
- Safety Station
- Kids Korner
- Kids Zone

### The causes of zaps and blinks

Most power quality problems begin right in the home or business. A spike (transient surge) may occur in the building's wiring when electric motors start.

Other problems may come from faulty wiring, loose connections, poor grounding and/or inadequate wire size. These conditions can cause voltage drops, momentary outages (blinks) or electrical noise.



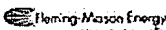
Some of these problems come from outside the building. Lightning, vehicle-power pole accidents, trees and devices built into our system to prevent damage to equipment or injury to people sometime shut off the flow of electricity.

### What to do about blinks

Power interruptions can cause data loss in computer systems. If you can't afford to lose the data, consider an uninterruptible power supply (UPS). UPS devices use electricity to charge a battery that "cushions" the computer from blinks. In case of an extended outage, the UPS gives the user enough time to save work and then correctly power down the computer.

### Quick Links

- Together We Save
- HomeEnergyCalculator
- GreenWorks



Another simple step to prevent loss of large amounts of data is to save work from the volatile memory to disk every 15 to 30 minutes. When purchasing electronics like VCRs and digital clocks, select models with battery or capacitor backup. This prevents time loss in case of blinks and interruptions.

### What to do about zaps

Our power lines have lightning arrestors at frequent intervals. This is the first line of defense and works to lessen a catastrophic strike. At least two more levels of protection should be provided at the building.



The first step is to make sure the building's electrical system is properly grounded. Next, install a large appliance surge suppressor at the meter or service entrance panel.

The last step, which also protects against spikes, is a plug-in transient voltage surge suppressor (TVSS). Use a good TVSS on electronic equipment like television sets, stereo equipment, answering machines, computers and VCRs. Fleming-Mason Energy, through our Homeguard System, carries a complete line of high-quality large appliance suppressors and plug-in TVSS.

Contact our Member Services department to get any questions answered about protecting your home through our Homeguard System.

### Looking for a TVSS

The TVSS you choose should bear the words "Transient Voltage Surge Suppressor" or "TVSS." It should also have a UL Standard 1449 rating. Better units have a let-through voltage of 330 volts or less. Look for three stages of protection and 1 picosecond or less response time.

Other good features include three-line protection, noise rejection and damaged equipment replacement guarantees.

FLEMING-MASON ENERGY COOPERATIVE, INC.  
1449 Elizaville Road | P.O. Box 328 | Flemingsburg, KY 41041  
606.845.2681 | Toll Free: 1.800.464.3144 | Fax: 606.845.1008  
email: info@fme.coop

STAY CONNECTED



fme.coop

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DIRECTIONS

ALL RIGHTS RESERVED

OFFICE HOURS: Monday - Friday 7:30 a.m. - 4:30 p.m.

POWERED BY APOGEE

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**ATTACHMENT C**

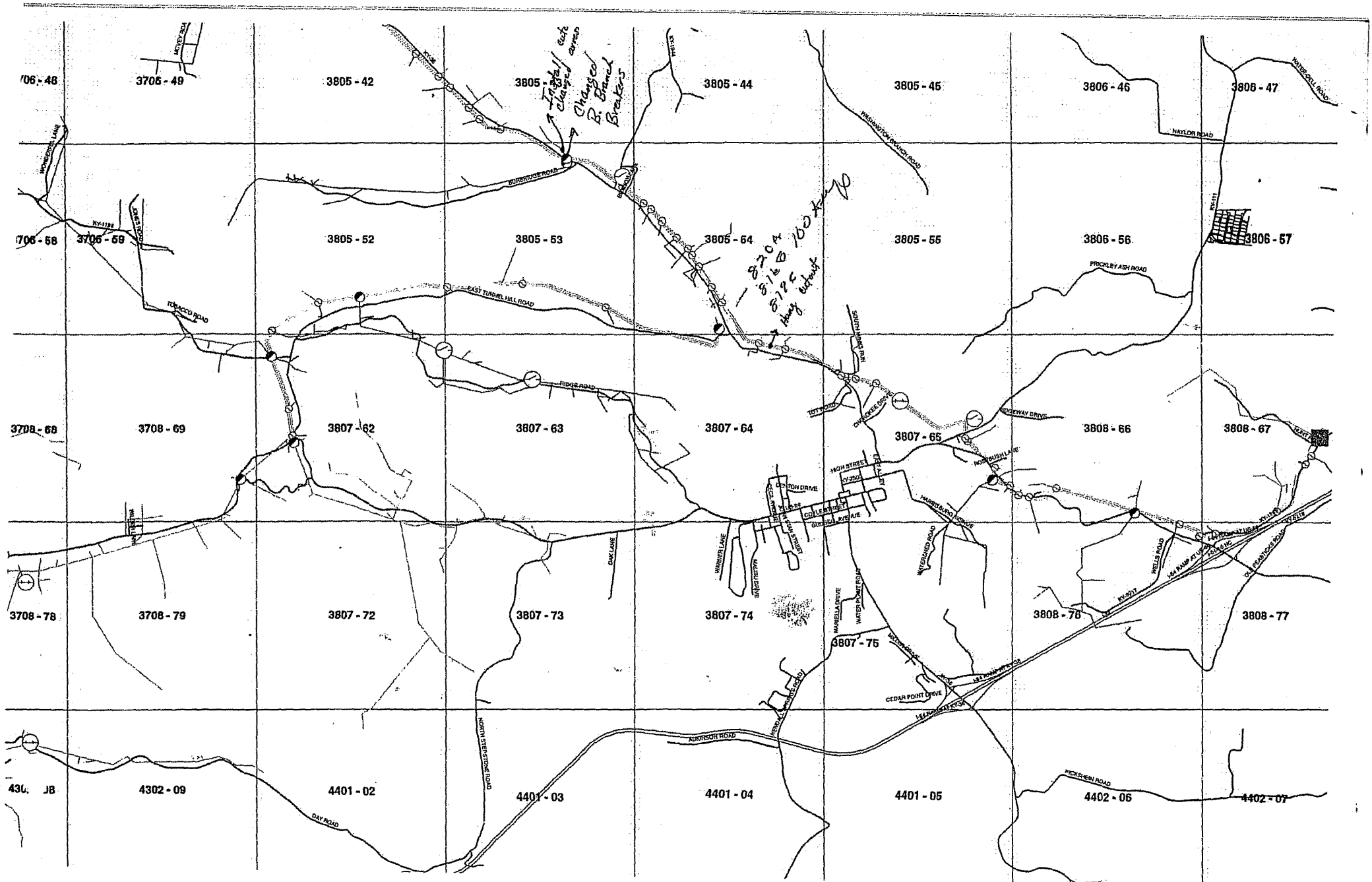
Voltage	Ch1	min	1	8/12/2010	9:04	122.5
Voltage	Ch1	max	6741	8/19/2010	9:34	133.8
Voltage	Ch2	max	6741	8/19/2010	9:34	133.2
Voltage	Ch1	max	2813	8/15/2010	7:22	128.8
Voltage	Ch2	max	2813	8/15/2010	7:22	128.4
Voltage	Ch1	min	1216	8/13/2010	15:25	113.2
Voltage	Ch2	min	1216	8/13/2010	15:25	113
Voltage	Ch1	ave	2	8/12/2010	9:04	28.6
Voltage	Ch2	ave	2	8/12/2010	9:04	28.5
Voltage	Ch1	min	1288	8/13/2010	17:13	1.2
Voltage	Ch2	min	1288	8/13/2010	17:13	1.1
Voltage	Ch1	max	6994	8/19/2010	15:52	0.1
Voltage	Ch1	min	2	8/12/2010	9:04	0
Voltage	Ch1	min	6994	8/19/2010	15:52	0
Voltage	Ch1	ave	6994	8/19/2010	15:52	0
Voltage	Ch2	min	2	8/12/2010	9:04	0
Voltage	Ch2	min	6994	8/19/2010	15:52	0
Voltage	Ch2	ave	6994	8/19/2010	15:52	0
Voltage	Ch2	max	6994	8/19/2010	15:52	0
Voltage	Ch1	min	6995	8/19/2010	15:55	
Voltage	Ch1	min	6996	8/19/2010	15:55	
Voltage	Ch1	ave	6995	8/19/2010	15:55	
Voltage	Ch1	ave	6996	8/19/2010	15:55	
Voltage	Ch1	max	6995	8/19/2010	15:55	
Voltage	Ch1	max	6996	8/19/2010	15:55	
Voltage	Ch2	min	6995	8/19/2010	15:55	
Voltage	Ch2	min	6996	8/19/2010	15:55	
Voltage	Ch2	ave	6995	8/19/2010	15:55	
Voltage	Ch2	ave	6996	8/19/2010	15:55	
Voltage	Ch2	max	6995	8/19/2010	15:55	
Voltage	Ch2	max	6996	8/19/2010	15:55	

Voltage	Ch1	max	6741	8/19/2010	9:34	133.8
Voltage	Ch2	max	6741	8/19/2010	9:34	133.2
Voltage	Ch1	max	2813	8/15/2010	7:22	128.8
Voltage	Ch2	max	2813	8/15/2010	7:22	128.4

Voltage	Ch1	min	1216	8/13/2010	15:25	113.2
Voltage	Ch2	min	1216	8/13/2010	15:25	113
Voltage	Ch1	ave	2	8/12/2010	9:04	28.6
Voltage	Ch2	ave	2	8/12/2010	9:04	28.5
Voltage	Ch1	min	1288	8/13/2010	17:13	1.2
Voltage	Ch2	min	1288	8/13/2010	17:13	1.1
Voltage	Ch1	max	6994	8/19/2010	15:52	0.1
Voltage	Ch1	min	2	8/12/2010	9:04	0
Voltage	Ch1	min	6994	8/19/2010	15:52	0
Voltage	Ch1	ave	6994	8/19/2010	15:52	0
Voltage	Ch2	min	2	8/12/2010	9:04	0
Voltage	Ch2	min	6994	8/19/2010	15:52	0
Voltage	Ch2	ave	6994	8/19/2010	15:52	0
Voltage	Ch2	max	6994	8/19/2010	15:52	0







706-48

3706-49

3805-42

3805-43

3805-44

3805-45

3806-46

3806-47

706-58

3706-59

3805-52

3805-53

3805-54

3805-55

3806-56

3806-57

3708-68

3708-69

3807-62

3807-63

3807-64

3807-65

3808-66

3808-67

3708-78

3708-79

3807-72

3807-73

3807-74

3807-75

3808-76

3808-77

430- JB

4302-09

4401-02

4401-03

4401-04

4401-05

4402-06

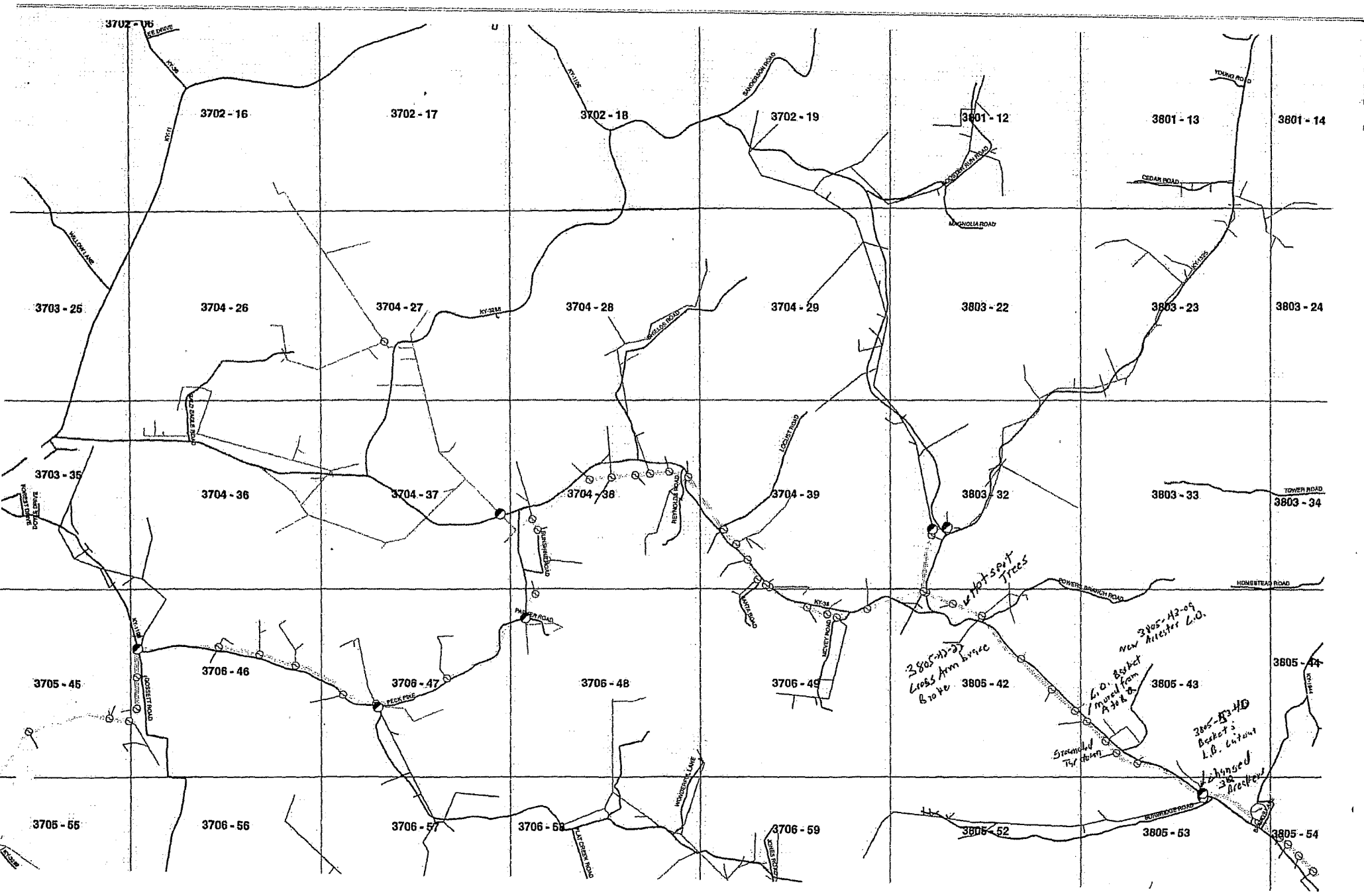
4402-07

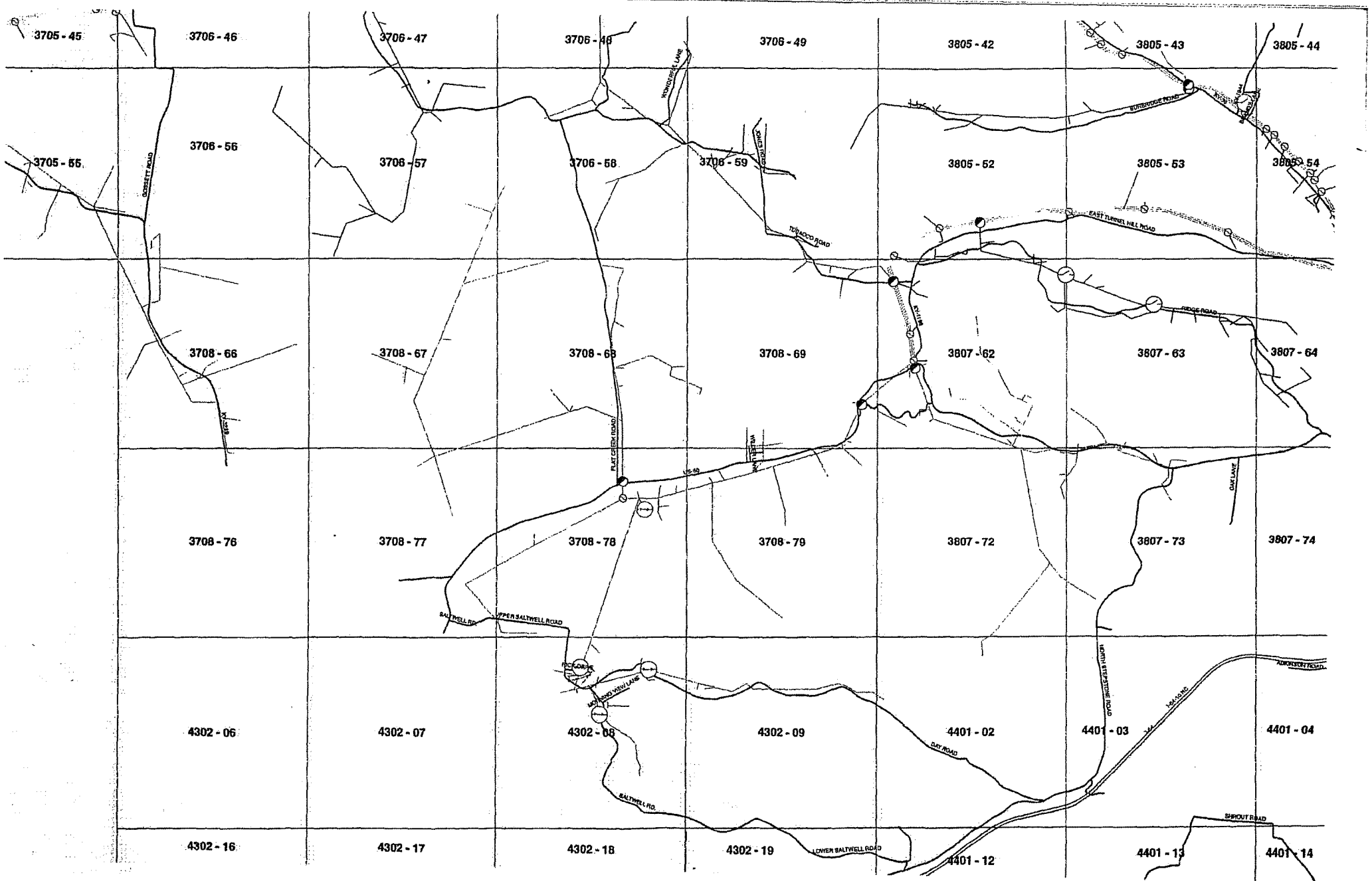
*Changed B Framed Brakes*

*S1704 S16 B 100 K 20 Hwy Exchange*









3705 - 45

3706 - 46

3706 - 47

3706 - 48

3706 - 49

3805 - 42

3805 - 43

3805 - 44

3705 - 55

3706 - 56

3706 - 57

3706 - 58

3706 - 59

3805 - 52

3805 - 53

3805 - 54

3708 - 66

3708 - 67

3708 - 68

3708 - 69

3807 - 62

3807 - 63

3807 - 64

3708 - 76

3708 - 77

3708 - 78

3708 - 79

3807 - 72

3807 - 73

3807 - 74

4302 - 06

4302 - 07

4302 - 08

4302 - 09

4401 - 02

4401 - 03

4401 - 04

4302 - 16

4302 - 17

4302 - 18

4302 - 19

4401 - 12

4401 - 13

4401 - 14

CORBETT ROAD

ROUNDVIEW LANE

ROCKLEIGH

BURWOOD ROAD

BURWOOD ROAD

EAST TUNNEL HILL ROAD

RICE ROAD

FLAT CREEK ROAD

US 50

WATERWAY

DUNE LANE

BALDWELL RD

UPPER SALTWELL ROAD

REC CORN

WINDY VIEW LANE

SALTWELL RD

LOWER SALTWELL ROAD

DUNE ROAD

JOHN HENNING ROAD

SALTWELL

ADKINSON ROAD

SPROUT ROAD

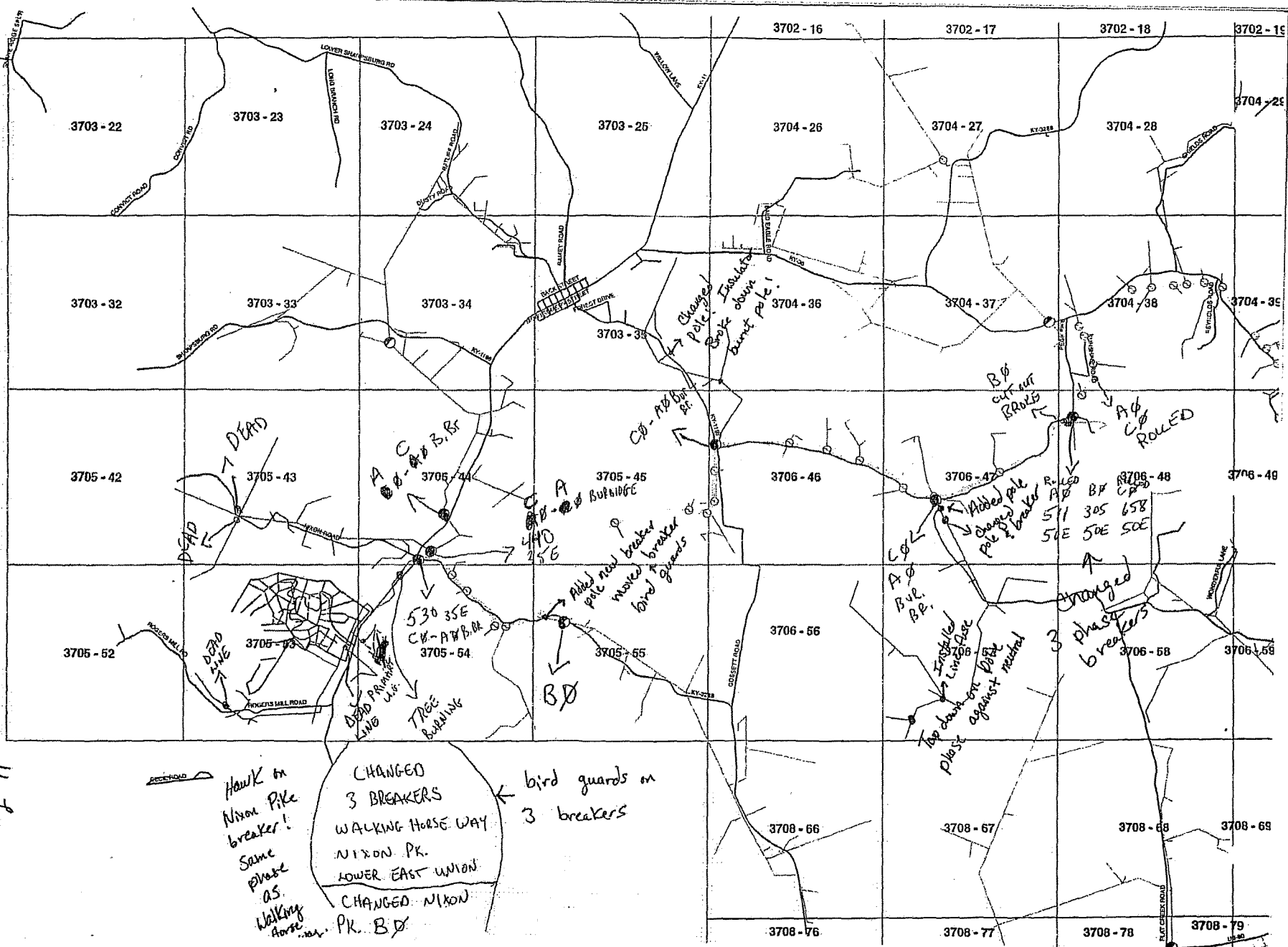
rear Plantations  
3705-54-028  
B6M AF  
6/27/12

Completed  
7-3-12  
J. Pollitt









June 25 thru  
July 11

Hawk on  
Nixon Pike  
breaker!  
Same  
phase  
as  
Walking  
Horse  
Pk. B.D.

CHANGED  
3 BREAKERS  
WALKING HORSE WAY  
NIXON. PK.  
LOWER EAST UNION  
CHANGED NIXON  
Pk. B.D.

bird guards on  
3 breakers

Changed  
pole  
Book down  
dumb pole!

B.D.  
cut out  
breakers

A.D.  
C.D.  
ROLLED

Added pole  
changed pole  
pole & breaker

changed  
breakers

Installed  
lines  
Phase  
against neutral

DEAD

A C B.B.

C.D. - A.D. B.D.

Added  
pole new breaker  
moved breaker  
bird guards

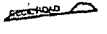
440  
356

BD

530 356  
C.V. - A.D. B.D.

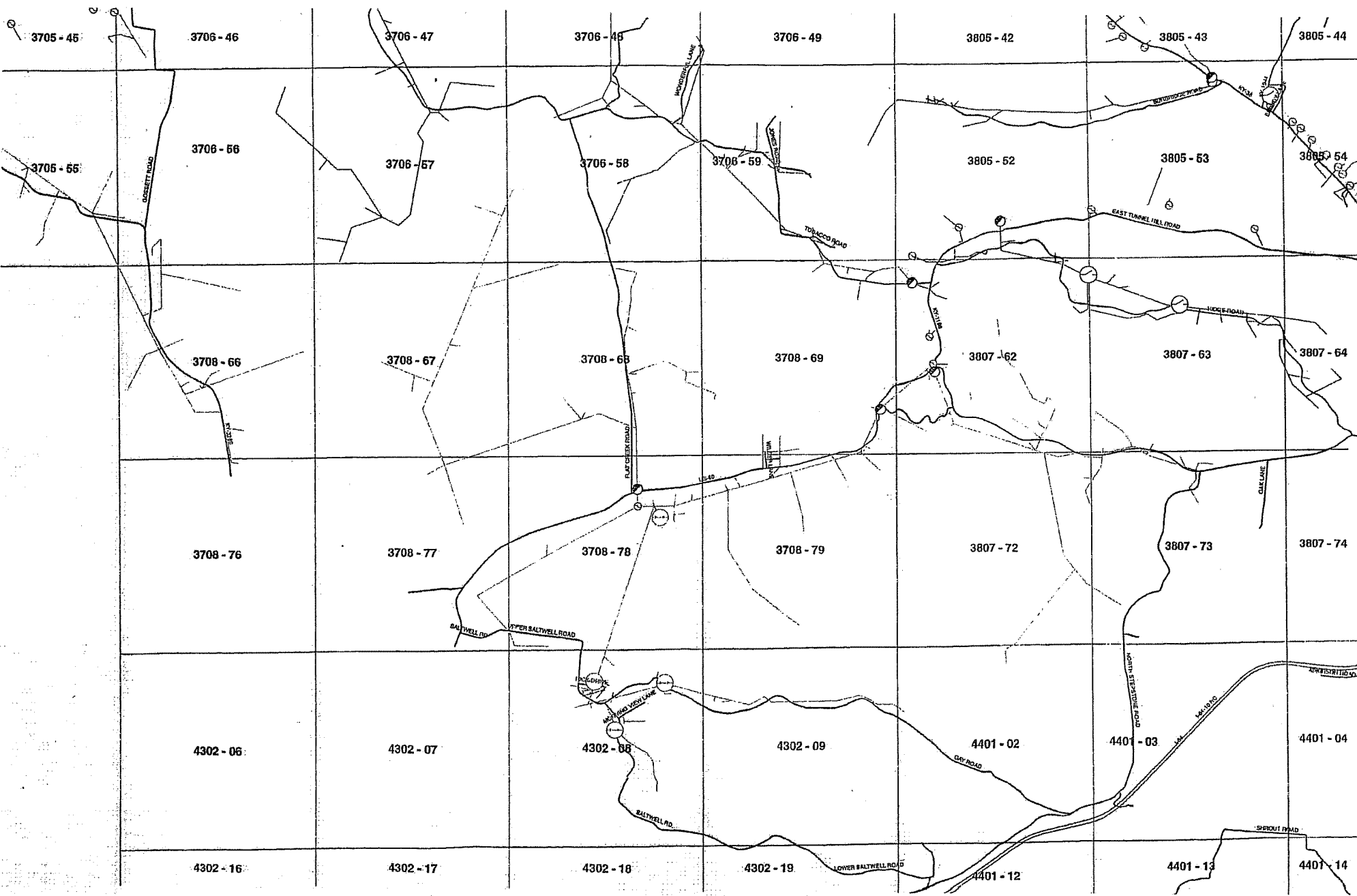
A.D.  
B.D.  
B.D.

ROLLED  
A.D. B.D. C.D.  
571 305 658  
57E 50E 50E









# OUTAGE TICKET

Outage Name **x370438001**

Dispatched by **milsoft**

Crew Responsible: 369 (Kevin)  
 Outage Start Time: 8/17/2012 6:45:00 PM  
 Outage End Time: 8/17/2012 7:34:45 PM  
 Outage Duration: 00:50

*OCR 134*  
*Blink 8/17/12 11:09*

### Location

Troubled Element: **x370438001**  
 Outaged Phase: **C**  
 Device Name:  
 Map Location:  
 SubStation: **#0 - PEASTICKS**  
 Feeder: **0 - Owingsville/Sharpsburg**

### Cause

Status: **Transformer Restored**  
 Verified Cause: **Phase C Verified Open on x370438001**  
 Action: **Transformer x370438001 Restored**

### Customers

Priority: **0**  
 Calls Received: **1**  
 Initially Out: **1**  
 Restored: **1**

### Outage Cause Codes

Cause	999 Cause unknown	
Equipment/Material Failure		500 Transformer bad
Voltage Level	004 25 KV	
Weather Condition	100 Clear, calm	

### Remarks

-----  
 8/17/2012 6:49:08 PM  
 369 (Kevin) assigned to outage.  
 -----

8/17/2012 7:37:26 PM  
 External Outage Reason Comments: C=000, E=010, TRANSFORMER BLEW  
 -----

8/17/2012 7:37:26 PM  
 Outage restored remotely by: CRC

**POLE CHANGE ORDER**

COUNTY Bath W. O. NUMBER 61168

LOCATION Lower East Union

3765 35 010

REPORTED BY R. Marshall 7-1-12

REMOVE 45-4, VAG, VAS-1, M2-12  
E1-2

BRAND (OLD) \_\_\_\_\_

TYPE FAILURE Storm

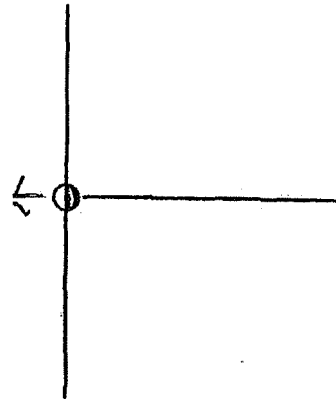
CAUSE OUTAGE \_\_\_\_\_ YES  NO \_\_\_\_\_

INSTALL 45-3, VAG, VAS-1, M2-11

BRAND (NEW) E1-2

REMARKS:

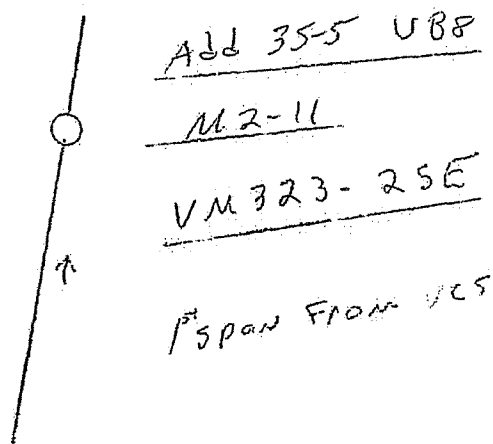
Comp  
R. Marshall  
Sh.



FOREMAN \_\_\_\_\_ DATE \_\_\_\_\_

POSTED BY \_\_\_\_\_ DATE \_\_\_\_\_

STAKED BY: <u>BEM/AZ</u>	COUNTY <u>BATH</u>	<input type="checkbox"/> NEW RES. <input type="checkbox"/> S.W. M.H. <input type="checkbox"/> D.W. M.H. <input type="checkbox"/> BARN <input type="checkbox"/> GARAGE
STAKING DATE: <u>6/27/12</u>	NAME	<input type="checkbox"/> S/L <input type="checkbox"/> TEMP <input type="checkbox"/> REVAMP
WO: <u>61158</u>	<b>FM LINE INSPECTIONS</b>	<input type="checkbox"/> OTHER
CONS: <u>3705-44-029</u>	ROAD <u>262 Springfield RD</u>	ADDRESS
TRANS:	Lat. <u>38.</u>	Amp
KVA	Long. <u>-83.</u>	<input type="checkbox"/> INSPECTED:
<input type="checkbox"/> 7.2		CONDITIONS: <input type="checkbox"/> DRY <input type="checkbox"/> ANYTIME
<input type="checkbox"/> 14.4		
<input type="checkbox"/> Dual		



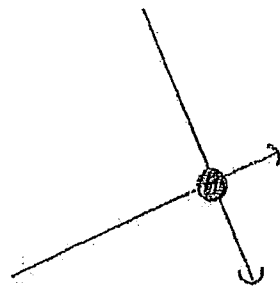
*CRJ*  
*JRH*  
*RRW*

*J.P.*

*EX VAM, M2-11, 2E1-2, 2E1A, VM5-0*

*Remove #115 50H*

*Add straight blade*



*South Hwy 11*

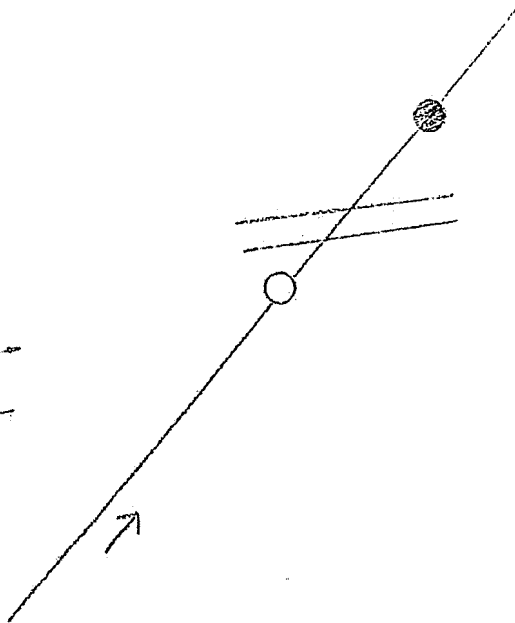
*7/11/12 8:30*

NOTES: <i>This was done to protect 35 line</i>	
NEAREST NEIGHBOR LOC. <i>TAKE blades for cut-out</i>	
CONST. DATE: <u>7/21/12</u>	CONST. BY: <u>A. Jamison</u>

STAKED BY: <u>B6 M/RZ</u>	COUNTY <u>BATH</u>	<input type="checkbox"/> NEW RES. <input type="checkbox"/> S.W. M.H. <input type="checkbox"/> D.W. M.H. <input type="checkbox"/> BARN <input type="checkbox"/> GARAGE
STAKING DATE: <u>6/27/12</u>	NAME	<input type="checkbox"/> SL <input type="checkbox"/> TEMP <input type="checkbox"/> REVAMP
WO: <u>61157</u>	<b>FM LINE INSPECTIONS</b>	<input type="checkbox"/> OTHER
CONS: <u>3705-55-018</u>	ROAD <u>Springfield Church</u>	ADDRESS
TRANS:	Lat. <u>38.</u>	Amp
KVA	Long. <u>-83.</u>	<input type="checkbox"/> INSPECTED: <input type="checkbox"/> DRY <input checked="" type="checkbox"/> ANYTIME

- 7.2
- 14.4
- Dual

Add 45-3 VAI-1  
M2-11 M5-6



EX A6, M2-11  
M323-254 (220)  
VM5-9  
Revis 4723  
Add SOLID BLADE

GRJ  
R.W.M.  
J.H.

Add 45-3 VAG, M2-11  
M323 25L

JUN 28 2012

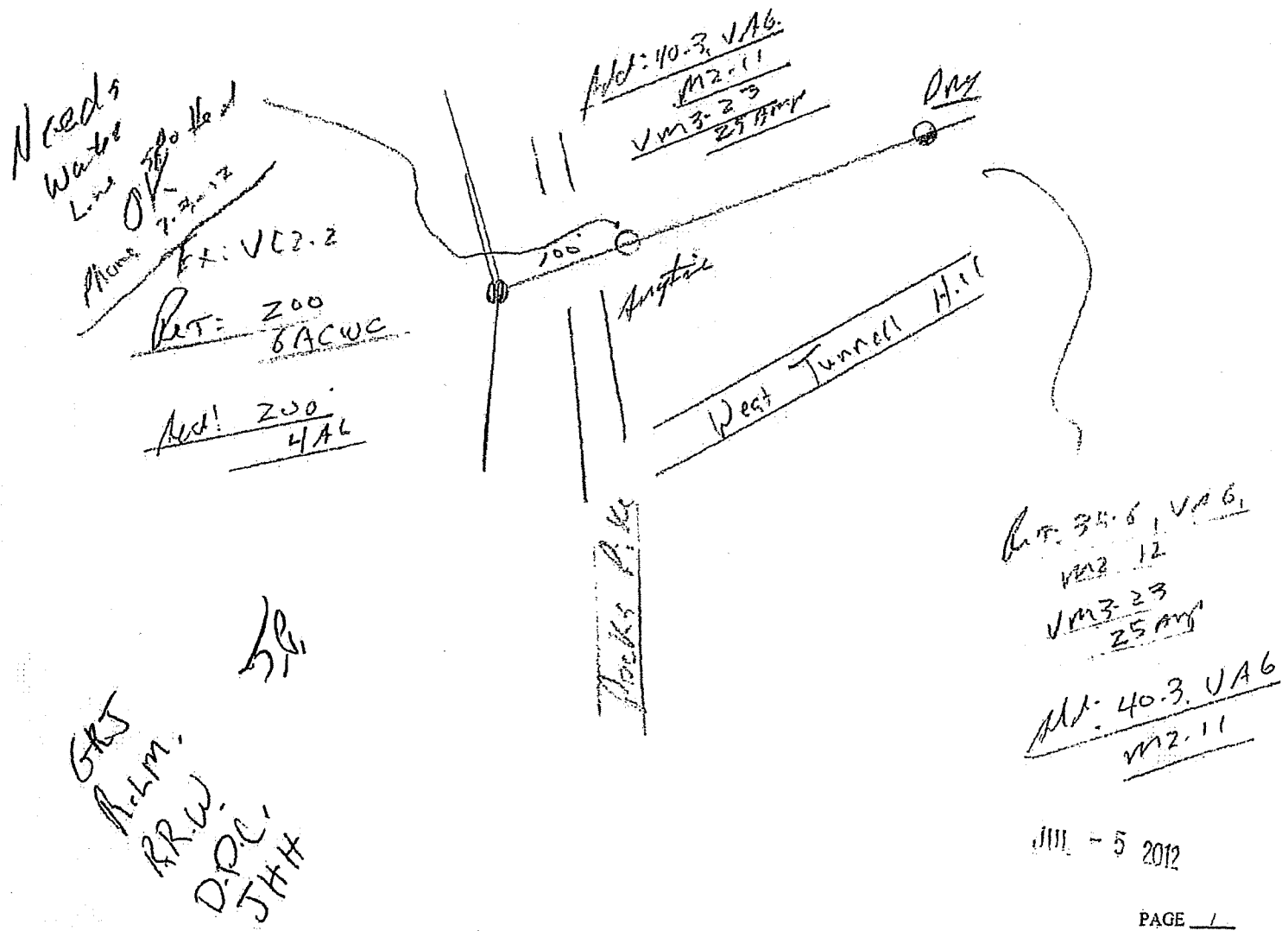
This was done to protect 30 line

NOTES: <u>Span next to Auto (mile from 11)</u>	
NEAREST NEIGHBOR LOC. <u>TAKE Blade For cut out</u>	
CONST. DATE: <u>7/12/12</u>	CONST. BY <u>G. Janis</u>

STAKED BY: <u>Am BM</u>	COUNTY <u>Bath Co</u>	<input type="checkbox"/> NEW RES. <input type="checkbox"/> S.W. M.H. <input type="checkbox"/> D.W. M.H. <input type="checkbox"/> BARN <input type="checkbox"/> GARAGE
STAKING DATE: <u>7/13/12</u>	NAME <u>Peck's Pike Breaker</u>	<input type="checkbox"/> S/L <input type="checkbox"/> TEMP <input type="checkbox"/> REVAMP
		<input type="checkbox"/> OTHER
		ADDRESS
	ROAD <u>Peck Pike</u>	
	Lat. <u>38.</u>	Amp
	Long. <u>-83.</u>	<input type="checkbox"/> INSPECTED:
		CONDITIONS: <input checked="" type="checkbox"/> DRY <input checked="" type="checkbox"/> ANYTIME

WO: 61179  
 CONS:  
 TRANS.:  
 KVA  
 7.2  
 14.4  
 Dual

P.C.



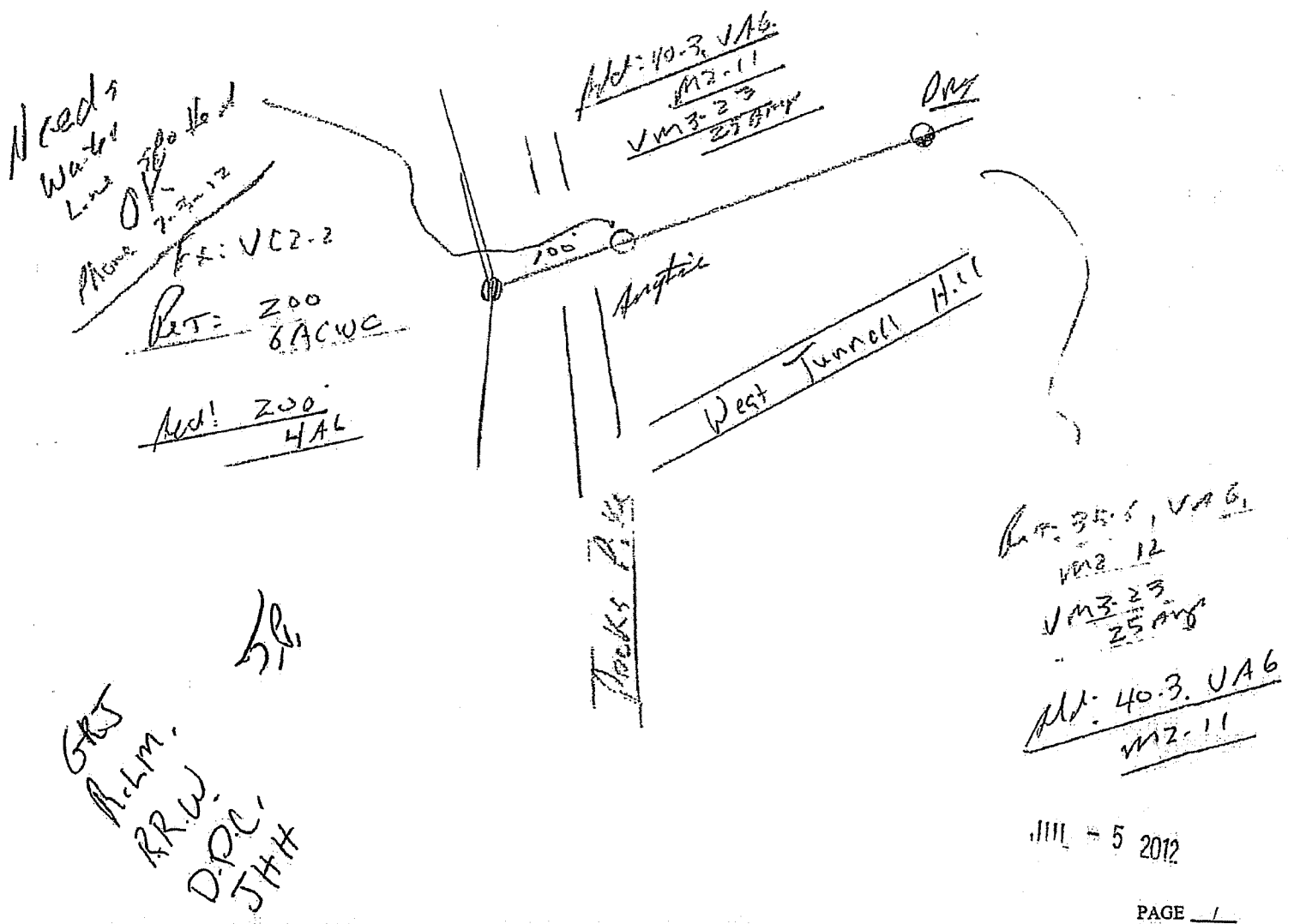
JUL - 5 2012

NOTES: <u>Take New OCR</u>	
NEAREST NEIGHBOR LOC.	
CONST. DATE: <u>7/11/12</u>	CONST. BY: <u>G. Jamison</u>

0300

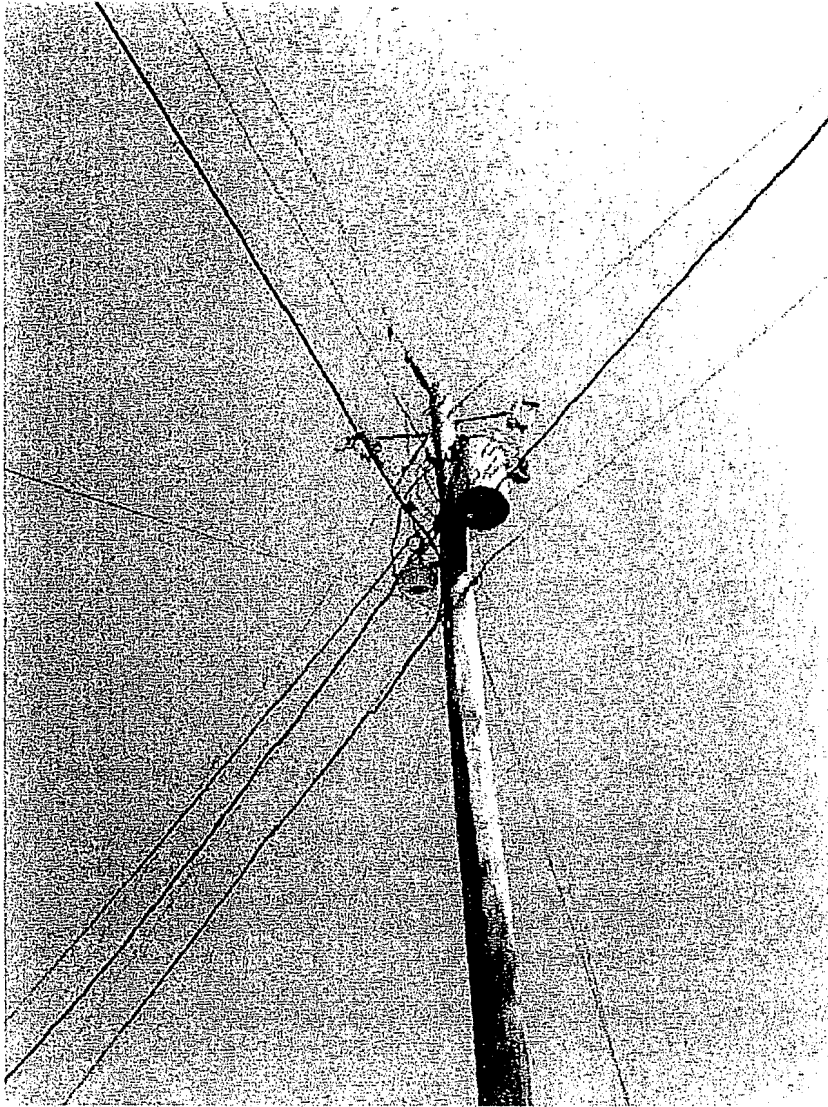
STAKED BY: <i>Am BM</i>	COUNTY <i>Bach Co</i>	<input type="checkbox"/> NEW RES. <input type="checkbox"/> S.W. M.H. <input type="checkbox"/> D.W. M.H. <input type="checkbox"/> BARN <input type="checkbox"/> GARAGE
STAKING DATE: <i>7/19/12</i>	NAME <i>Peck's Pike Breaker</i>	<input type="checkbox"/> SL <input type="checkbox"/> TEMP <input type="checkbox"/> REVAMP
WO: <i>6.179</i>	ROAD <i>Peck Pkwy</i>	<input type="checkbox"/> OTHER
CONS:	Lat. <i>38.</i>	ADDRESS
TRANS.:	Long. <i>-83.</i>	Amp
KVA		<input type="checkbox"/> INSPECTED:
<input type="checkbox"/> 7.2		CONDITIONS: <input checked="" type="checkbox"/> DRY <input checked="" type="checkbox"/> ANYTIME
<input type="checkbox"/> 14.4		
<input type="checkbox"/> Dual		

P.C.



NOTES: <i>take new OCR</i>	
NEAREST NEIGHBOR LOC.	
CONST. DATE: <i>7/11/12</i>	CONST. BY: <i>A. Jamison</i>







July 9, 2012

Jeff Vice  
86 Appaloosa Lane  
Sharpsburg, KY 40374

Re: Claim No. R13893

Dear Mr. Vice:

Your warranty claim file is now complete and has been evaluated for damage reimbursement.

EFI's surge suppressors are designed to absorb electrical transient surges or spikes (short-duration transient voltages of less than 100 microseconds) and will sacrifice themselves to prevent transient surges from reaching your equipment. If a surge does pass through the suppressor, it leaves a distinct damage signature in the suppressor. Therefore, we evaluate all claims based on the condition of the returned surge suppressor.

The suppressor you returned showed no damage and tested within an acceptable tolerance range of the product specifications. Therefore, your claim for reimbursement has been denied.

If you have any questions on the resolution of this claim, feel free to contact me at 800-877-1174.

Sincerely,

A handwritten signature in black ink that reads "Nick McGill". The signature is written in a cursive style.

Nick McGill  
Warranty / Claim Administrator

Schneider Electric USA, Inc.  
1751 S. 4800 W.  
Salt Lake City, UT 84104  
Tel. (801) 977-9009 Fax (801) 977-0200  
[www.surgeologic.com](http://www.surgeologic.com)

# OUTAGE TICKET

Outage Name **x370438001**

Dispatched by **milsoft**

Crew Responsible: 369 (Kevin)  
 Outage Start Time: 8/17/2012 6:45:00 PM  
 Outage End Time: 8/17/2012 7:34:45 PM  
 Outage Duration: 00:50

*OCR 134*

*Bl.k 8/17/12 11:04*

### Location

Troubled Element: **x370438001**  
 Outaged Phase: **C**  
 Device Name:  
 Map Location:  
 SubStation: **#0 - PEASTICKS**  
 Feeder: **0 - Owingsville/Sharpsburg**

### Cause

Status: **Transformer Restored**  
 Verified Cause: **Phase C Verified Open on x370438001**  
 Action: **Transformer x370438001 Restored**

### Customers

Priority: **0**  
 Calls Received: **1**  
 Initially Out: **1**  
 Restored: **1**

### Outage Cause Codes

Cause **999 Cause unknown**  
 Equipment/Material Failure **500 Transformer bad**  
 Voltage Level **004 25 KV**  
 Weather Condition **100 Clear, calm**

### Remarks

-----  
 8/17/2012 6:49:08 PM  
 369 (Kevin) assigned to outage.  
 -----

8/17/2012 7:37:26 PM  
 External Outage Reason Comments: C=000, E=010, TRANSFORMER BLEW  
 -----

8/17/2012 7:37:26 PM  
 Outage restored remotely by: CRC

**POLE CHANGE ORDER**

COUNTY Bath W. O. NUMBER 61168

LOCATION Lower East Union

3765 35 DID

REPORTED BY R. Marshall 7-1-12

REMOVE 45-4, VAB, VAS-1, M2-12  
E1-2

BRAND (OLD) \_\_\_\_\_

TYPE FAILURE Storm

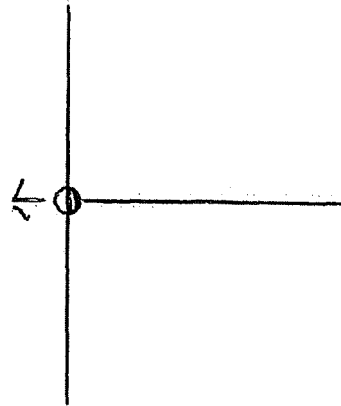
CAUSE OUTAGE \_\_\_\_\_ YES  NO \_\_\_\_\_

INSTALL 45-3, VAB, VAS-1, M2-11

BRAND (NEW) E1-2

REMARKS:

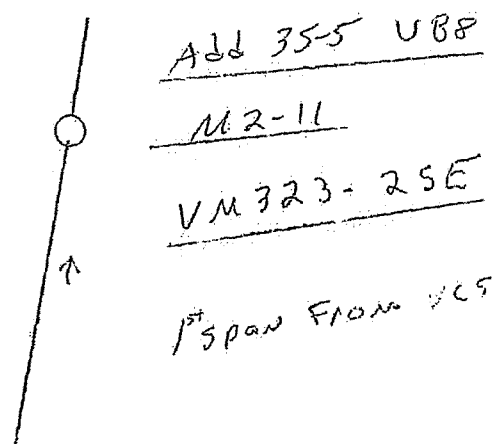
Comp  
R. Marshall  
Shr.



FOREMAN \_\_\_\_\_ DATE \_\_\_\_\_

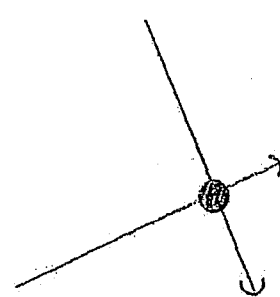
POSTED BY \_\_\_\_\_ DATE \_\_\_\_\_

STAKED BY: <u>Blm/AZ</u>	COUNTY <u>BATH</u>	<input type="checkbox"/> NEW RES. <input type="checkbox"/> S.W. M.H. <input type="checkbox"/> D.W. M.H. <input type="checkbox"/> BARN <input type="checkbox"/> GARAGE
STAKING DATE: <u>6/27/12</u>	NAME	<input type="checkbox"/> SL <input type="checkbox"/> TEMP <input type="checkbox"/> REVAMP
WO: <u>61158</u>	<b>FM LINE INSPECTIONS</b>	<input type="checkbox"/> OTHER
CONS: <u>3705-44-029</u> ✓	ROAD <u>262 Springfield Rd</u>	ADDRESS
TRANS.:	Lat. <u>38.</u>	Amp
KVA	Long. <u>-83.</u>	<input type="checkbox"/> INSPECTED:
<input type="checkbox"/> 7.2		CONDITIONS: <input type="checkbox"/> DRY <input type="checkbox"/> ANYTIME
<input type="checkbox"/> 14.4		
<input type="checkbox"/> Dual		



JAH  
 RRW  
 J.P.  
 GET

EX VAN, M2-11  
 2E-2, 2E-2, VM5-9



7/11/12 3:30 PM

Remove  
 #115 50H

South Hwy 11

Add straight blade

NOTES: <u>This was done to protect 35 line</u>	
NEAREST NEIGHBOR LOC. <u>TAKE blade for cut-out</u>	
CONST. DATE: <u>7/12/12</u>	CONST. BY: <u>G. Jamison</u>

STAKED BY: <u>B6 M/RZ</u>	COUNTY <u>BATH</u>	<input type="checkbox"/> NEW RES. <input type="checkbox"/> S.W. M.H. <input type="checkbox"/> D.W. M.H. <input type="checkbox"/> BARN <input type="checkbox"/> GARAGE
STAKING DATE: <u>6/27/12</u>	NAME	<input type="checkbox"/> S/L <input type="checkbox"/> TEMP <input type="checkbox"/> REVAMP
WO: <u>61157</u>	<b>FM LINE INSPECTIONS</b>	<input type="checkbox"/> OTHER
CONS: <u>3705-55-018</u>		ADDRESS
TRANS.:	ROAD <u>Springfield Church</u>	Amp
KVA	Lat. <u>38.</u>	<input type="checkbox"/> INSPECTED:
<input type="checkbox"/> 7.2	Long. <u>-83.</u>	CONDITIONS: <input type="checkbox"/> DRY <input checked="" type="checkbox"/> ANYTIME
<input type="checkbox"/> 14.4		
<input type="checkbox"/> Dual		

Add 45-3 VAI-1  
M2-1 M5-6

EX A6, M2-11  
M323-254 (220)  
VM5-9  
Retire 4323  
Add SOLID BLADE

GRJ  
ADD  
ADD 45-3 VAI-6, M2-11  
M323 25L

JUN 28 2012

This was done to protect 33 line

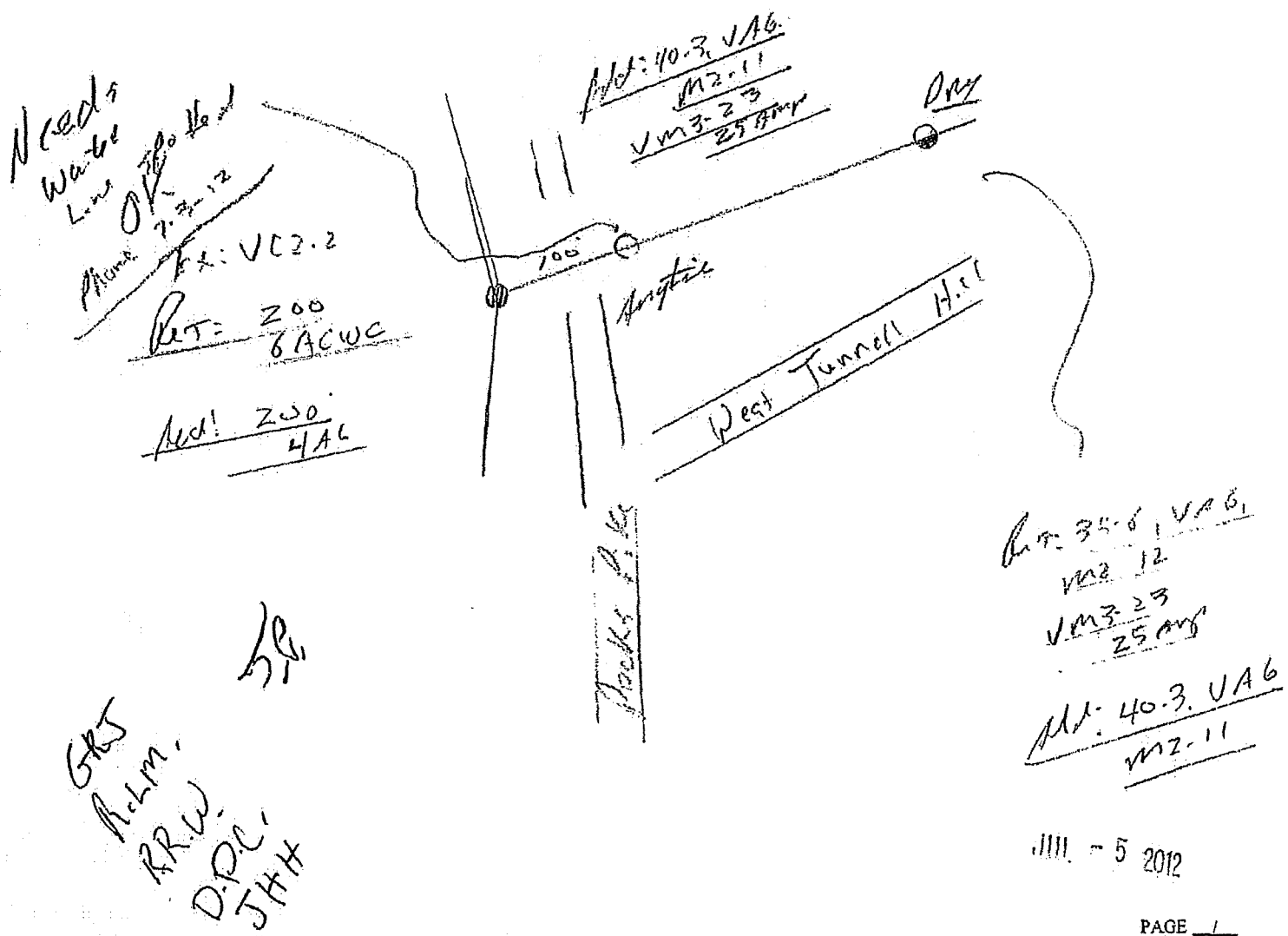
PAGE 1

NOTES: <u>Span next to Auto 1 mile from 11</u>	
NEAREST NEIGHBOR LOC. <u>TAKK Blade For cut out</u>	
CONST. DATE: <u>7/12/12</u>	CONST. BY <u>G. Jamison</u>

STAKED BY: <u>Am BM</u>	COUNTY <u>Bath Co</u>	<input type="checkbox"/> NEW RES. <input type="checkbox"/> S.W. M.H. <input type="checkbox"/> D.W. M.H. <input type="checkbox"/> BARN <input type="checkbox"/> GARAGE
STAKING DATE: <u>7/19/12</u>	NAME <u>Peck's Pike Breaker</u>	<input type="checkbox"/> S.L. <input type="checkbox"/> TEMP <input type="checkbox"/> REVAMP
WO: <u>61179</u>	ROAD <u>Peck Pike</u>	<input type="checkbox"/> OTHER
CONS:	Lat. <u>38.</u>	ADDRESS
TRANS.:	Long. <u>-83.</u>	Amp
KVA		<input type="checkbox"/> INSPECTED: <input checked="" type="checkbox"/> DRY <input checked="" type="checkbox"/> ANYTIME

- 7.2
- 14.4
- Dual

P.C.



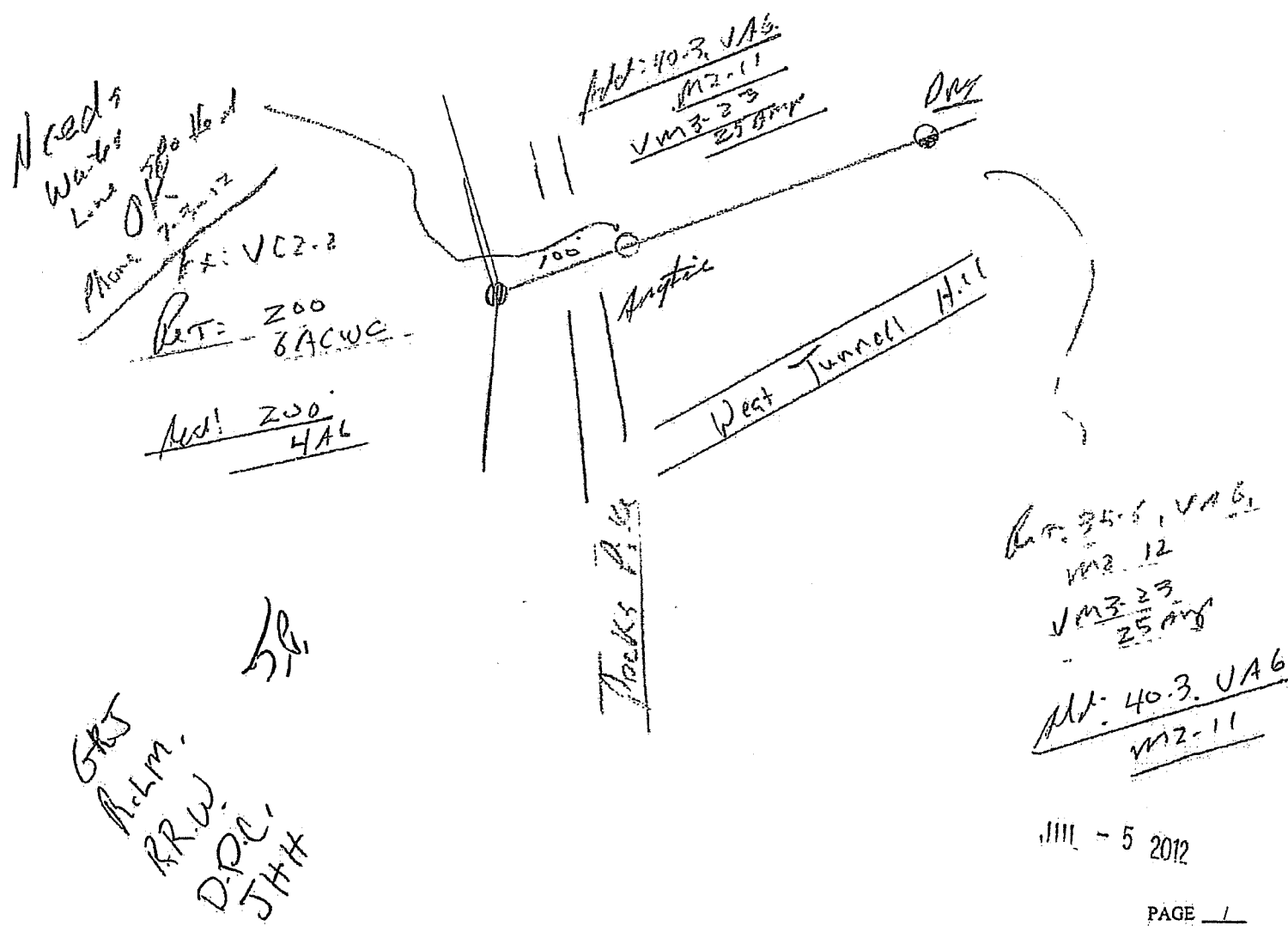
0360

NOTES: <u>Take New OCR</u>	
NEAREST NEIGHBOR LOC.	
CONST. DATE: <u>7/11/12</u>	CONST. BY: <u>A. Jamison</u>

1111 - 5 2012

STAKED BY: <u>Am BM</u>	COUNTY <u>Bash Co</u>	<input type="checkbox"/> NEW RES. <input type="checkbox"/> S.W. M.H. <input type="checkbox"/> D.W. M.H. <input type="checkbox"/> BARN <input type="checkbox"/> GARAGE
STAKING DATE: <u>7/17/12</u>	NAME <u>Peck's Pike Breaker</u>	<input type="checkbox"/> SL <input type="checkbox"/> TEMP <input type="checkbox"/> REVAMP
WO: <u>6.179</u>	ROAD <u>Peck J. Hwy</u>	<input type="checkbox"/> OTHER
CONS:	Lat. <u>38.</u>	ADDRESS
TRANS:	Long. <u>-83.</u>	Amp
KVA		<input type="checkbox"/> INSPECTED:
<input type="checkbox"/> 7.2		CONDITIONS: <input checked="" type="checkbox"/> DRY <input checked="" type="checkbox"/> ANYTIME
<input type="checkbox"/> 14.4		
<input type="checkbox"/> Dual		

P.C.



NOTES: <u>take new OCR</u>	
NEAREST NEIGHBOR LOC.	
CONST DATE: <u>7/11/12</u>	CONST BY: <u>A. Jamison</u>

10560



**POLE CHANGE ORDER**

COUNTY Bath W. O. NUMBER 61168

LOCATION Lower East Union

REPORTED BY R. Marsh - 7-1-12

REMOVE 45-4, VAB, VAS-1, M2-12  
E1-2

BRAND (OLD) \_\_\_\_\_

TYPE FAILURE Storm

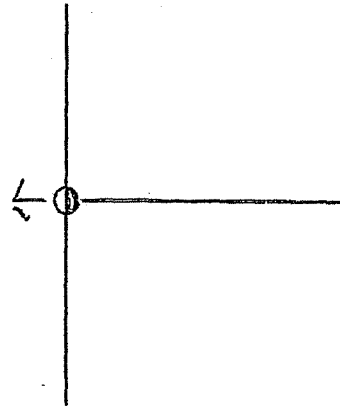
CAUSE OUTAGE \_\_\_\_\_ YES  NO

INSTALL 45-3, VAB, VAS-1, M2-11

BRAND (NEW) E1-2

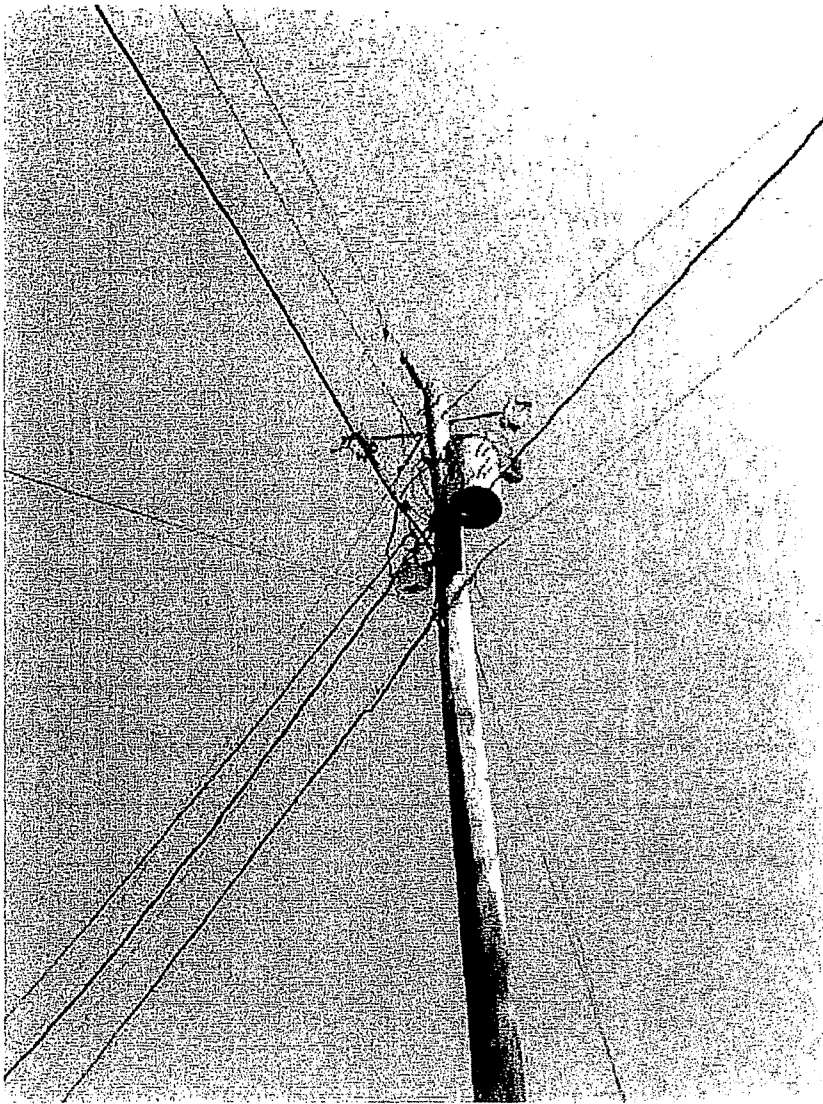
REMARKS:

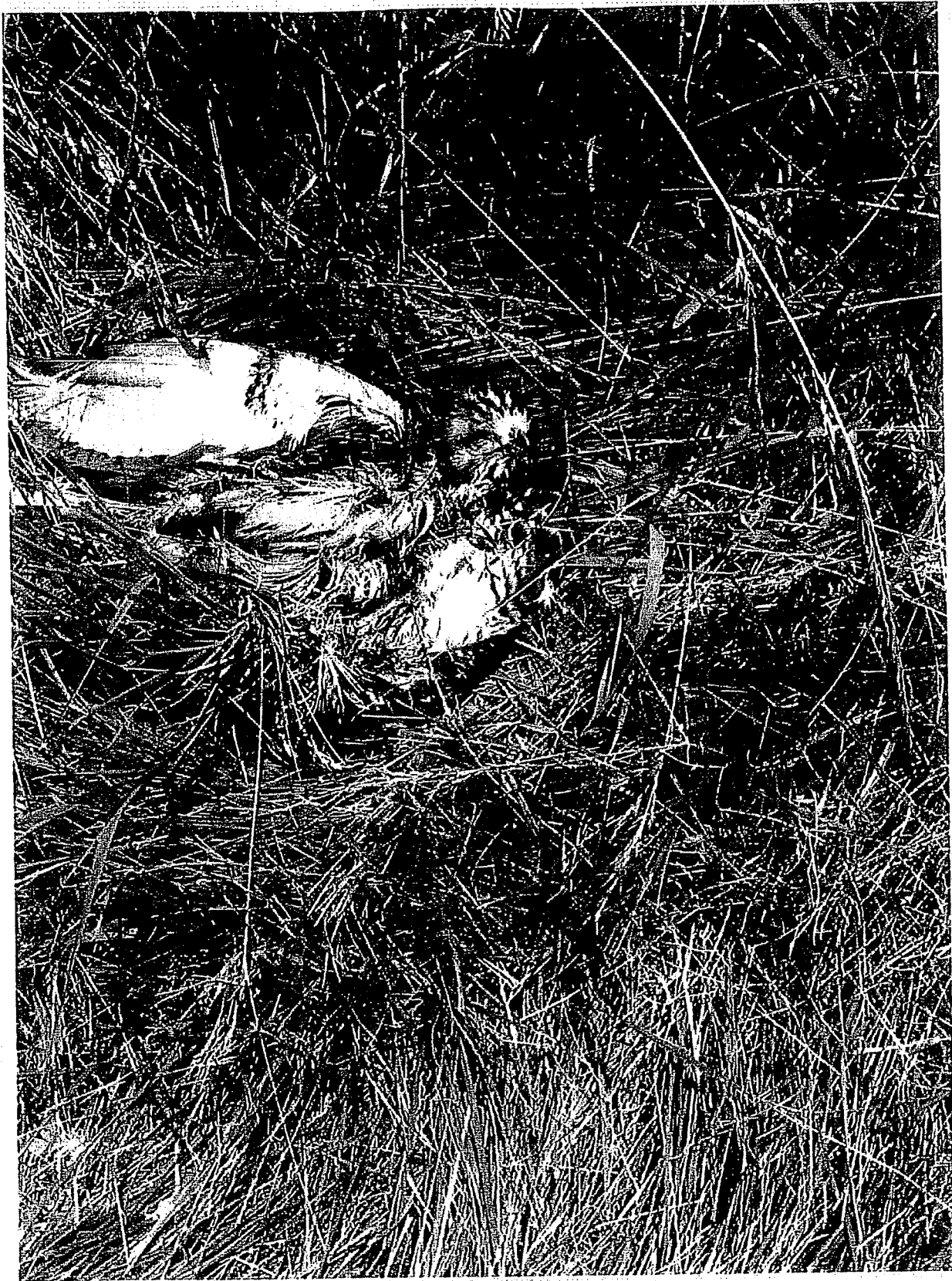
Comp  
R. Marsh  
Shr



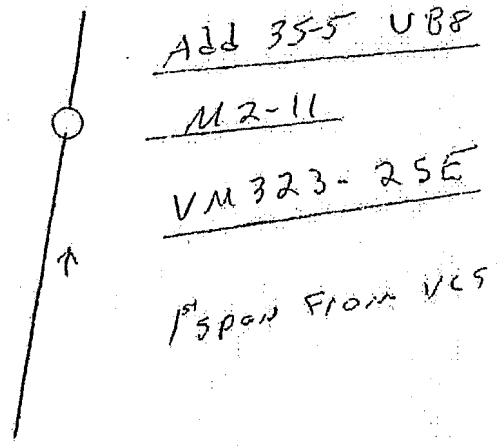
FOREMAN \_\_\_\_\_ DATE \_\_\_\_\_

POSTED BY \_\_\_\_\_ DATE \_\_\_\_\_





STAKED BY: <u>86M1RZ</u>	COUNTY <u>BATH</u>	<input type="checkbox"/> NEW RES. <input type="checkbox"/> S.W. M.H. <input type="checkbox"/> D.W. M.H. <input type="checkbox"/> BARN <input type="checkbox"/> GARAGE
STAKING DATE: <u>6/27/12</u>	NAME	<input type="checkbox"/> S/L <input type="checkbox"/> TEMP <input type="checkbox"/> REVAMP
WO: <u>61158</u>	<b>FM LINE INSPECTIONS</b>	<input type="checkbox"/> OTHER
CONS: <u>3705-44-029</u>	ROAD <u>262 Springfield Rd</u>	ADDRESS
TRANS:	Lat. <u>38.</u>	Amp
KVA	Long. <u>-83.</u>	<input type="checkbox"/> INSPECTED:
<input type="checkbox"/> 7.2		CONDITIONS: <input type="checkbox"/> DRY <input type="checkbox"/> ANYTIME
<input type="checkbox"/> 14.4		
<input type="checkbox"/> Dual		



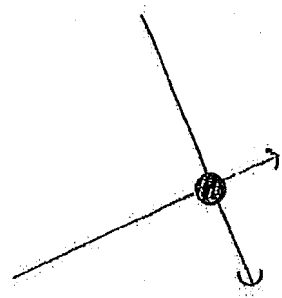
*CRJ*  
*JRH*  
*RRW*

*J.P.*

*EX VAN, M2-11, 2E1-2, 2E1-2, VM5-9*

*Remove #115 south*

*Add straight blade*



*South Hwy 11*

*JUN 28 2012*

NOTES: <u>This was done to protect 35 line</u>	
NEAREST NEIGHBOR LOC. <u>TAKE blade for cut-out</u>	
CONST. DATE: <u>7/21/12</u>	CONST. BY <u>G. Jamison</u>

STAKED BY: <u>B6 M/AZ</u>	COUNTY <u>BATH</u>	<input type="checkbox"/> NEW RES. <input type="checkbox"/> S.W. M.H. <input type="checkbox"/> D.W. M.H. <input type="checkbox"/> BARN <input type="checkbox"/> GARAGE
STAKING DATE: <u>6/27/12</u>	NAME	<input type="checkbox"/> S/L <input type="checkbox"/> TEMP <input type="checkbox"/> REVAMP
WO: <u>61157</u>	<b>FM LINE INSPECTIONS</b>	<input type="checkbox"/> OTHER
CONS: <u>3705-55-018</u>	ROAD <u>Springfield Church</u>	ADDRESS
TRANS.:	Lat. <u>38.</u>	Amp
KVA	Long. <u>-83.</u>	<input type="checkbox"/> INSPECTED: <input type="checkbox"/> DRY <input checked="" type="checkbox"/> ANYTIME

- 7.2
- 14.4
- Dual

Add 45-3 VAI-1  
M2-11 M5-6

EX A6, M2-11  
M323. 25L (220)  
V M5-9  
Retire M323  
Add SOLID BLADE

GRJ  
A.W. R. M.  
J.H.

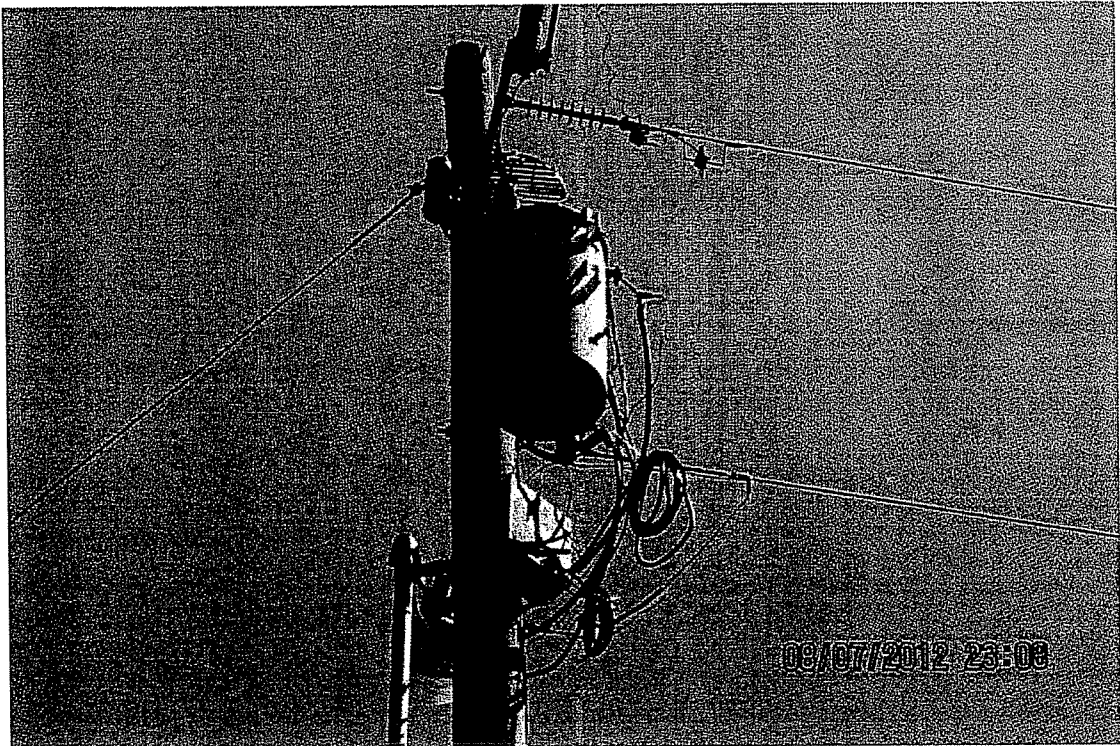
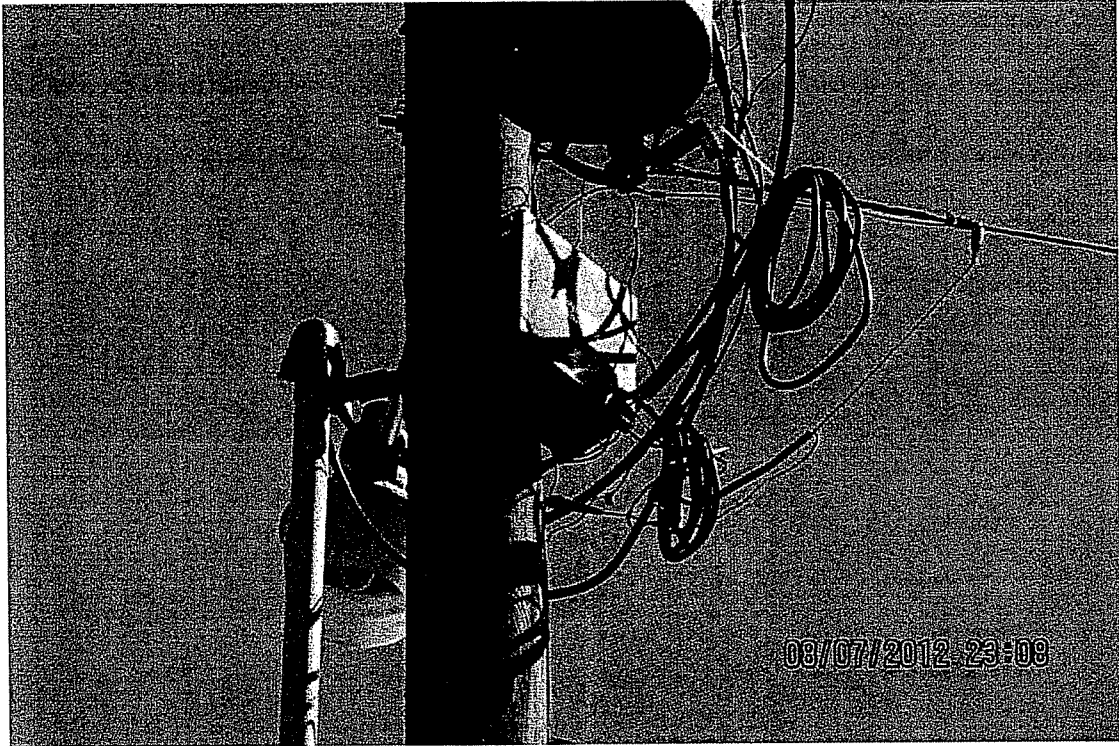
Add 45-3 V A6, M2-11  
M323 25L

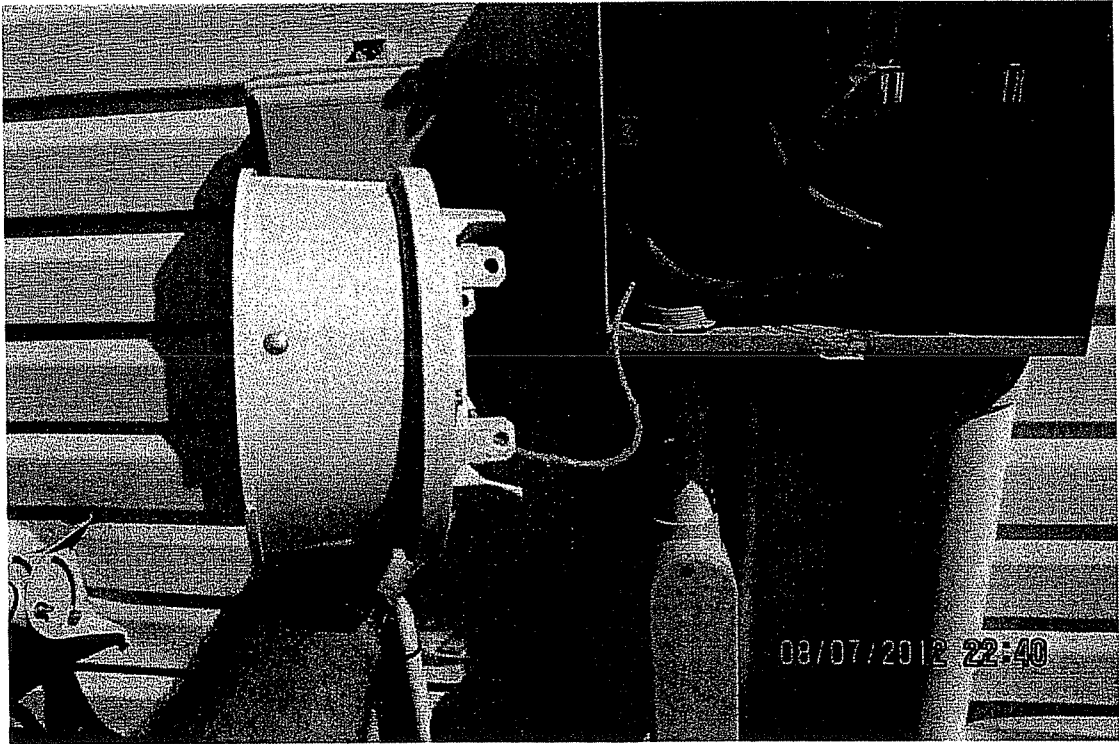
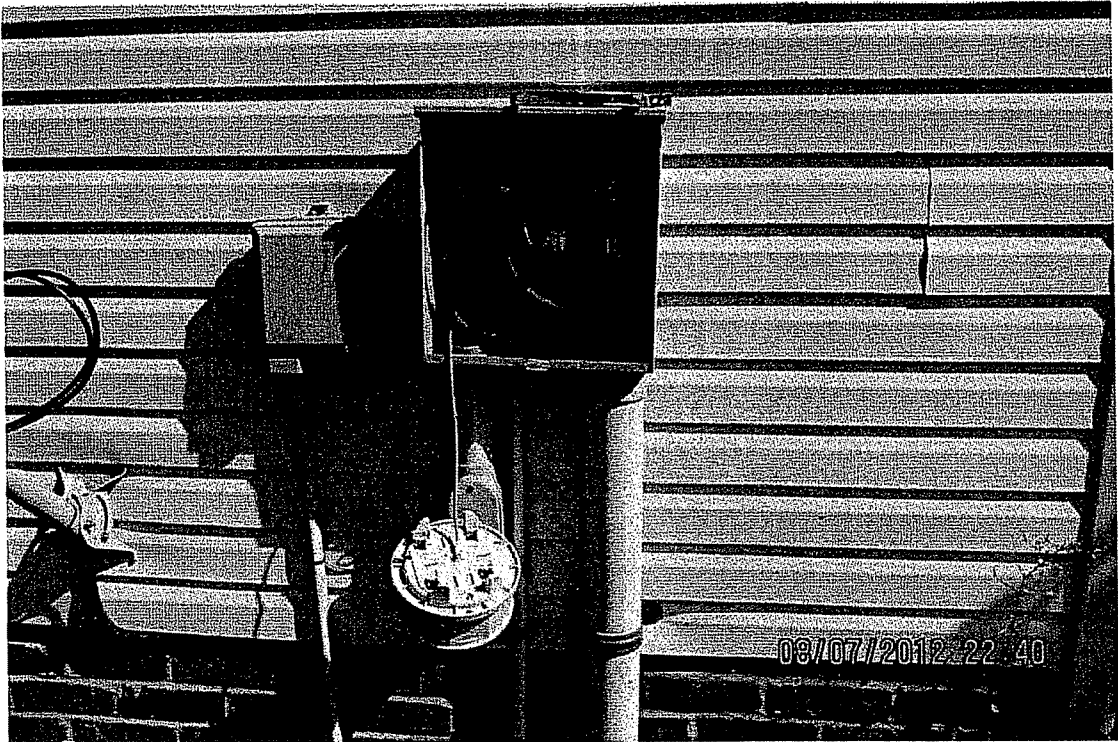
JUN 28 2012

This was done to protect 30' area

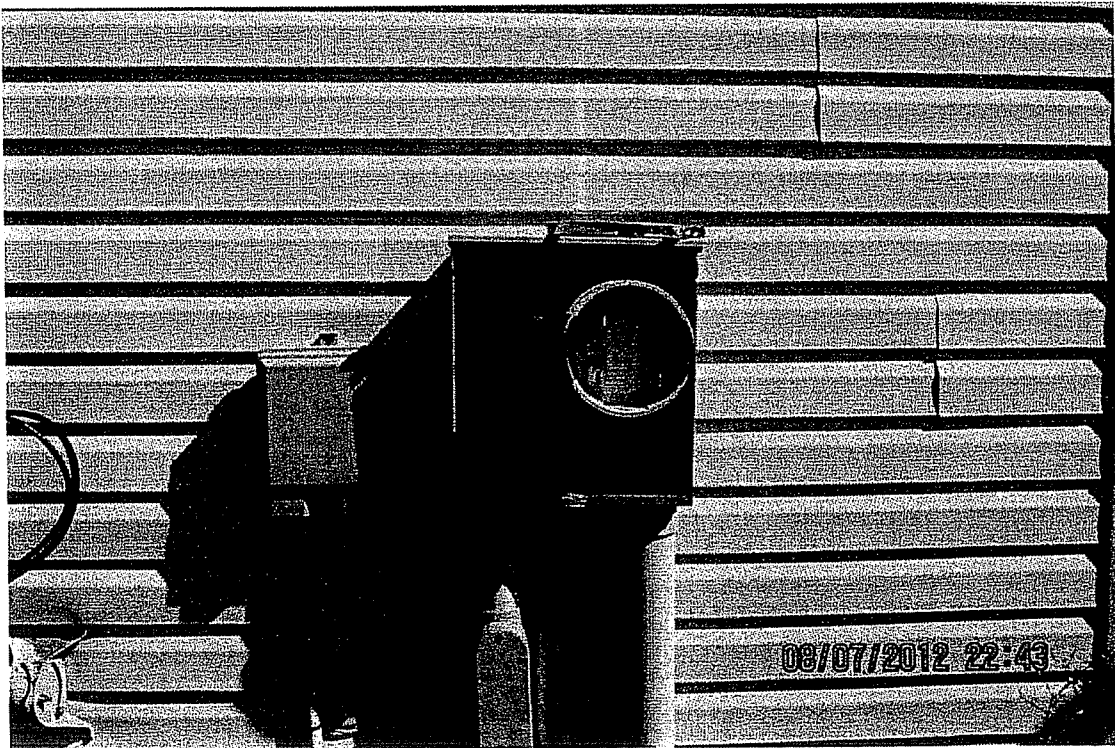
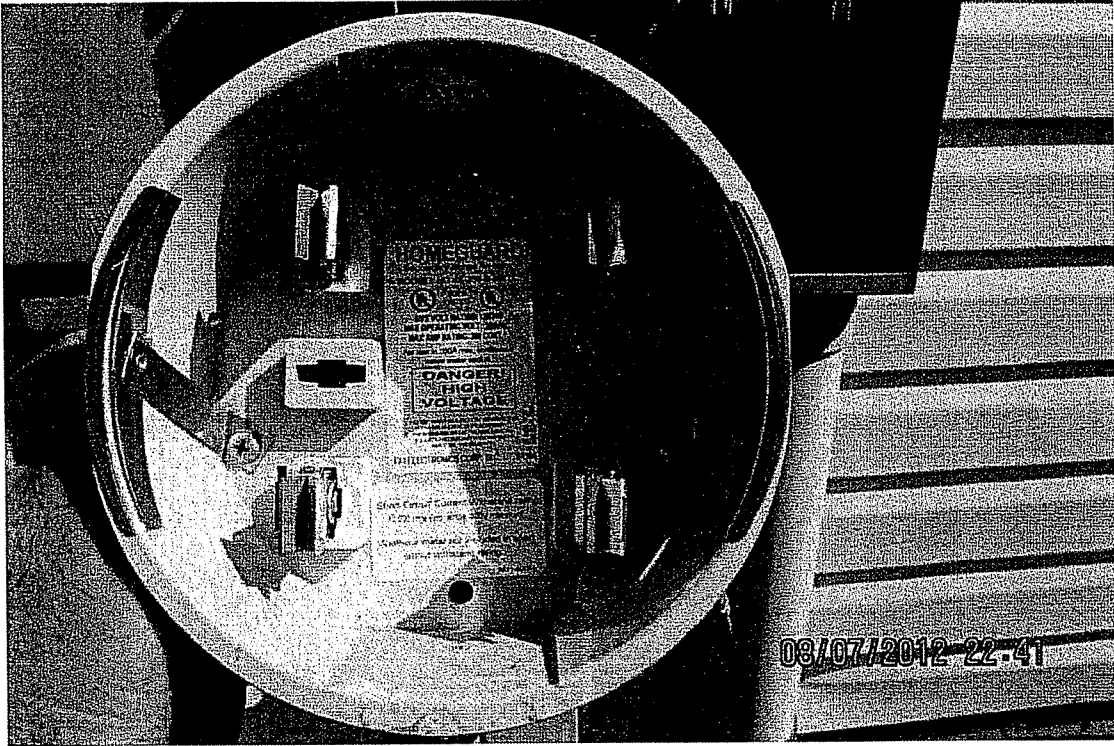
NOTES: <u>Span next to Auto 1 mile from 11</u>	
NEAREST NEIGHBOR LOC. <u>TAKE Blade For cut out</u>	
CONST. DATE: <u>7/17/12</u>	CONST. BY <u>G. Jamison</u>

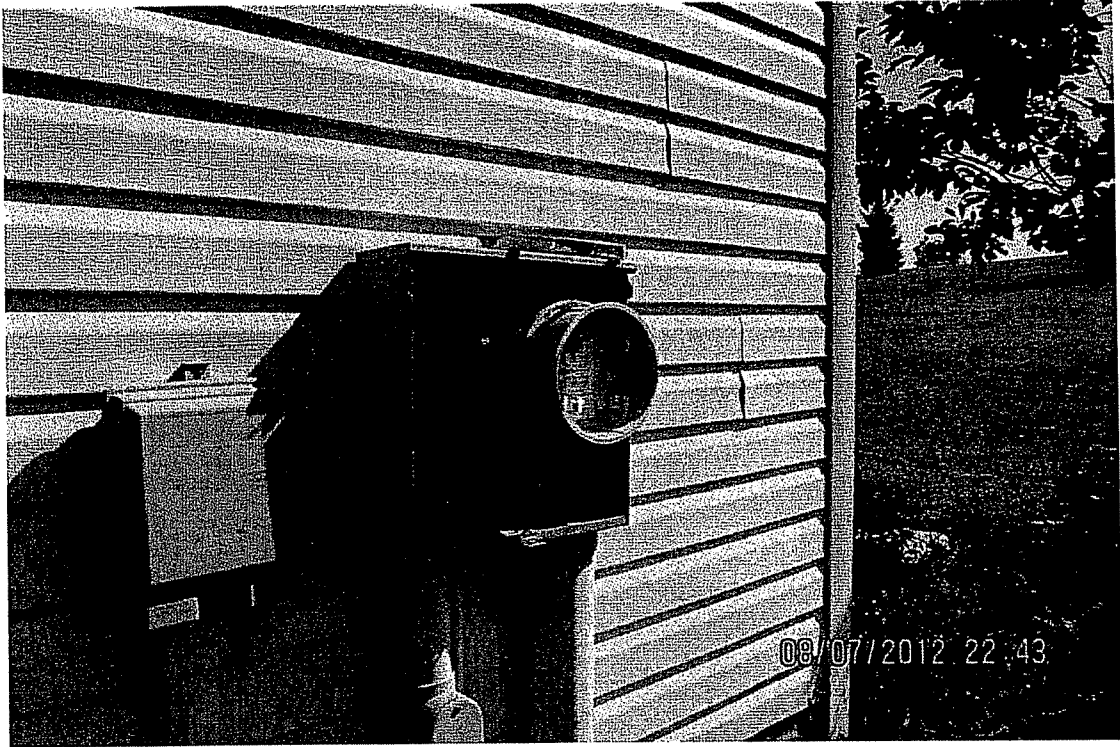
**ATTACHMENT D**





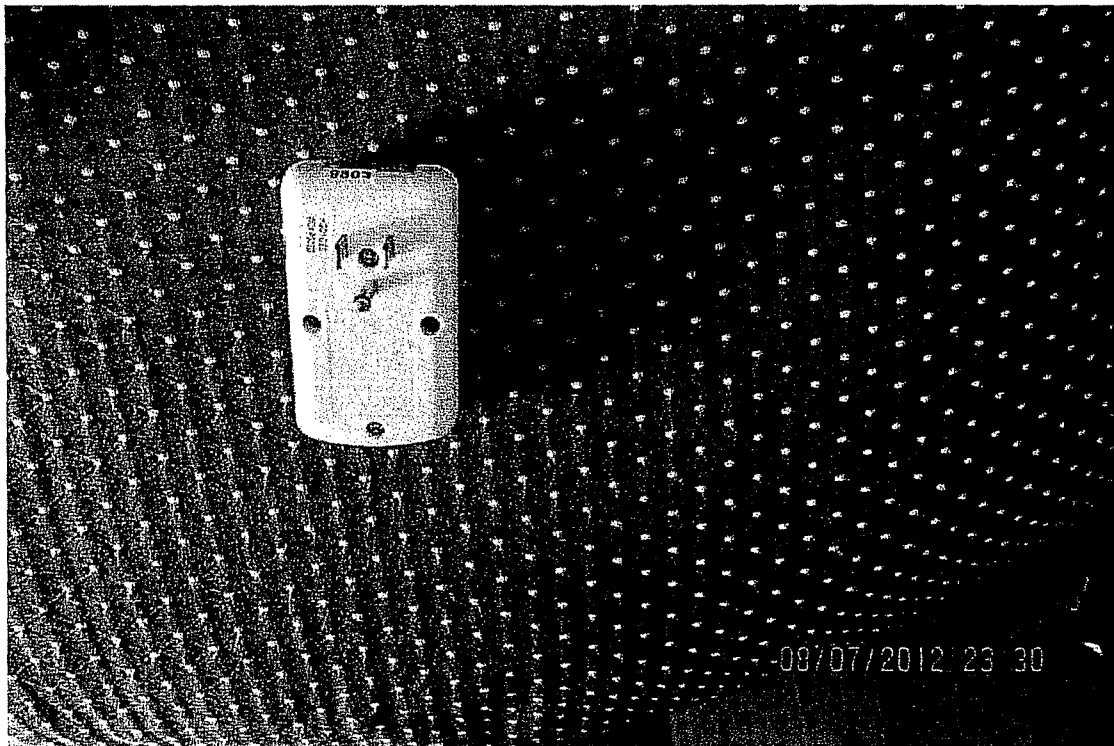






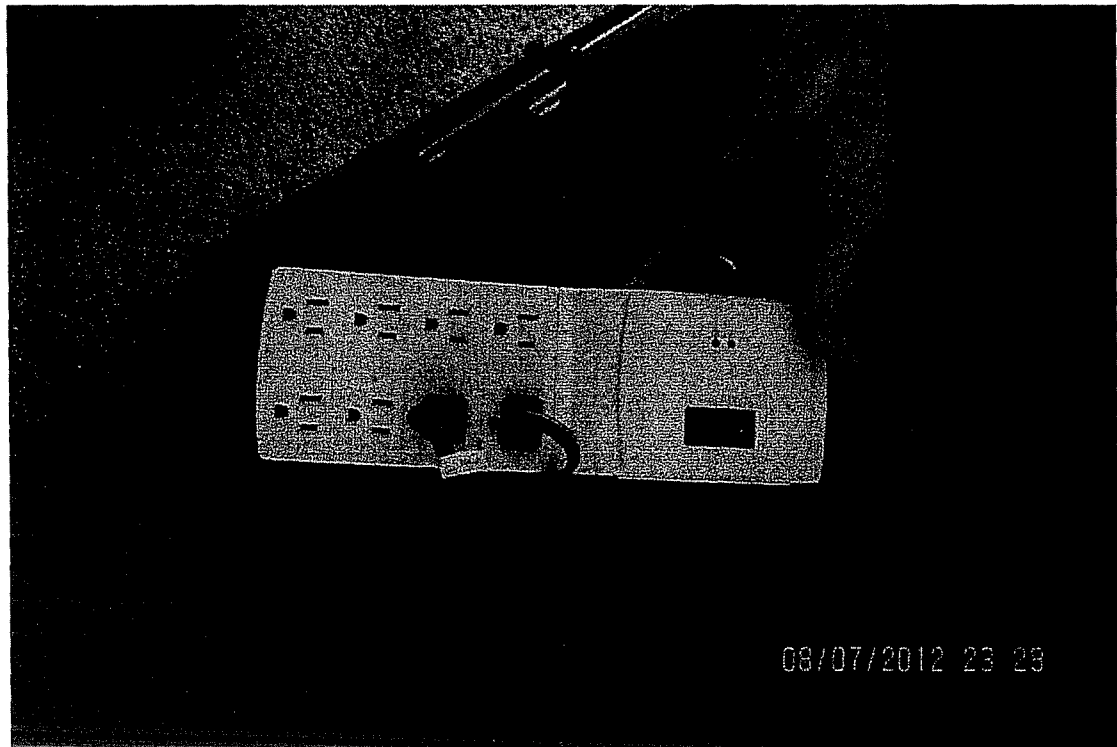
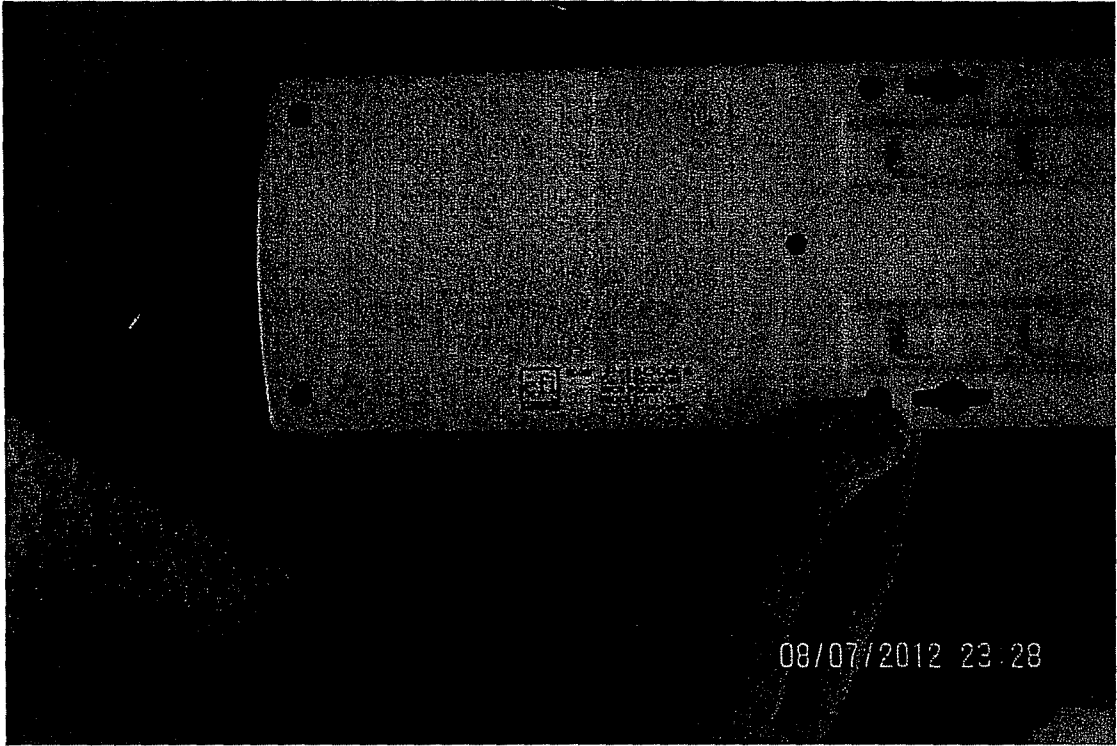


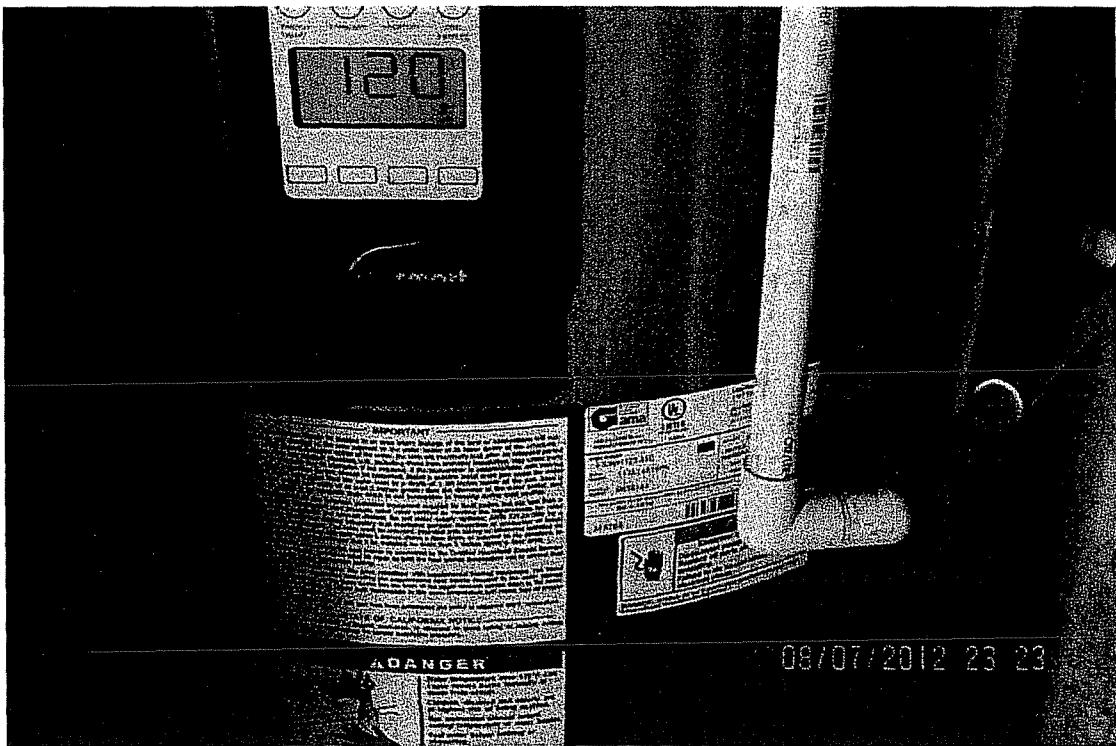














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