

Customer: MICHAEL S ROOTE / [REDACTED]
 Contract Acct:
 Service Address:

Created On: 01/07/2021
 Date Range: 01/01/1900 to 01/07/2021

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
01/07/2021 12:59:28	01/07/2021	[REDACTED]	Princess A Davis	PUC/BPU Complaint-Written
PUCO Formal complaint received- 21-0011-EL-CSS - unsafe business practices				
12/31/2020 19:05:02	12/31/2020	[REDACTED]	EAILOGINWM7	Ready Pay Create
[REDACTED] - \$ 41.62 - 01/13/2021 napol43 m_roote@yahoo.com				
12/08/2020 18:19:34	12/08/2020	[REDACTED]	EAILOGINWM6	Outbound Call - ETR Update
Call Result - SRC_ANS_LIVE ETR - 2020-12-08 20:15:02.0 POWERONDESC: 09 We are aware of your outage and we are in vestigating the cause				
12/08/2020 15:33:34	12/08/2020	[REDACTED]	EAILOGINWM6	Lights-None
ERT: 12/08/20 06:30 PM				
12/08/2020 10:27:17	12/08/2020	[REDACTED]	Barbara J Lafontaine	PUC/BPU Complaint-Written
PUCO CASE 00650391 REGARDING REMOVAL OF TREE FROM SERV DROP.				
12/08/2020 06:27:12	12/08/2020	[REDACTED]	Melissa R Grof	Update Comments to Power On
Reported By: MICHAEL S ROOTE Work Type: ONLD Storm Mode: Refer to the FECC Outage Page (STRM) ERT Type: ERT Time Quoted: N/A Script Read: Manual Work Notification Instructions: needs power turned off so he can make repairs and he refuses to wait for a scheduled appt Created By: Melissa R Grof				
12/08/2020 06:24:25	12/08/2020	[REDACTED]	Melissa R Grof	Update Comments to Power On
Reported By: MICHAEL S ROOTE Work Type: ONLD Storm Mode: Non-Storm Mode ERT Type: SYS ERT Time Quoted: N/A Script Read: Manual Work Notification Instructions: wants notified 216-645-0519 when we arrive Created By: Melissa R Grof				
12/08/2020 06:23:26	12/08/2020	[REDACTED]	Melissa R Grof	On - Low Drop
Reported By: MICHAEL S ROOTE Reported By Phone: (216)645-0519 Storm Mode: Non-Storm Mode ERT Type: SYS ERT Time Quoted: N/A Script Read: Yes Notification Instructions: says he has called about this and we have done nothing this is an unsafe condition he needs it turned off so he can make repairs says he has delivery trucks coming and going who are going to get injured due to this wire Created By: Melissa R Grof				
12/04/2020 14:30:06	12/04/2020	[REDACTED]	Crystal G Brady	Residential Upgrade Request
Stand Alone notification 000757511721 created for work type RESV				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Premise: 1930082070 - 12935 ROCKHAVEN RD, CHESTERLAND OH 44026 Add/Replace cust owned equip: Replace same size service; Mast; Service Cable FE to Disconnect Reconnect Remarks: s/w MICHAEL S ROOTE, vai, storm took out wires/ not he needs to replace some things Add Contact Info: phone or email Contact Email: m_roote@yahoo.com Partner Email: m_roote@yahoo.com Script Read: Yes Confirmation email sent to partner email address Created By: Crystal G Brady				
12/03/2020 14:39:53	12/03/2020	██████████	EAILOGINWM7	Ready Pay Create
██████████ - \$ 45.66 - 12/14/2020 michael Roote m_roote@yahoo.com				
12/01/2020 23:11:49	12/01/2020	██████████	EAILOGINWM6	Outbound Callback About Trouble Inquiry
Call Result - SRC_ANS_LIVE Invalid or no response from Customer.				
12/01/2020 16:29:45	12/01/2020	██████████	Crystal G Brady	No Lights - Wire Down To Structure
Reported By: MICHAEL S ROOTE Reported By Phone: (216)645-0519 Storm Mode: Storm Mode ERT Type: OFF ERT Time Quoted: N/A Script Read: Yes Notification Instructions: please pull meter so he can repair the damage and will call when needs it back on thanks / line down from pole to structure Created By: Crystal G Brady				
12/01/2020 16:17:19	12/01/2020	██████████	Patricia Aguilar Consuelos	General Inquiry
sw MICHAEL S ROOTE / ██████████ needs to have power disconnected to make repairs, xfer to NS				
12/01/2020 16:13:23	12/01/2020	██████████	EAILOGINWM6	Additional Customer Call
Played outage message:DISTRICTMIDDLEFIELD CA				
12/01/2020 03:50:03	12/01/2020	██████████	EAILOGINWM6	Lights-None
Played outage message:DISTRICTMIDDLEFIELD CA				
11/18/2020 14:51:51	11/18/2020	██████████	Rachel M Boyson	Lights-None
Reported By: MICHAEL S ROOTE Reported By Phone: (216)645-0519 Storm Mode: Non-Storm Mode ERT Type: SYS Neighbors Out: No/Unknown Breakers Checked: No/Unknown Agent Held - Customer Checked Breakers: No Restoration callback requested: (216)645-0519 ERT Time Quoted: 11/18/20 05:30 PM Script Read: Yes Notification Instructions: stated that the power just went back out				

Notification number

000757440417

Call type

Wire Down To Structure - No Light

Status

Archived

Priority

4

Details for 000757440417

Customer name

ROOTE, MICHAEL S

Phone number

(216) 645-0519

Callback phone #

216-645-0519

Received time

12/01/2020 16:29

Received by

ETR

Circuit

401720004

Transformer pole

CXE-848174

Premise #

1930082070

Location

ROCKHAVEN RD, 12935, CHESTERLAND, OH

Customer message

Comments

please pull meter so he can repair the damage and will call when needs it back on thanks / line down from pole to structure

Call back requested

Text back requested

Order # 20869195-1 Type Trouble Status Archived Priority 4 Special

Order Details for Order 20869195-1

Time Off 12/01/2020 16:30	Order Created 12/01/2020 16:30	Assigned 12/02/2020 07:25	Dispatch 12/02/2020 07:25
En Route 12/02/2020 07:49	Arrived 12/02/2020 08:18	Last Restoration	Field Complete 12/02/2020 08:29
Closed 12/02/2020 08:57	ETR	Calls 1	Custs Affected 0
Crew CRP-HZ-Snyder-4402511433		Crew Area CONCORD CA	
Work Desc Wire Down To Structure - No Lights		Duration (Min) 0	Total CMI 0

Organization

Current Org Hazard	Substation NL	Disp Center Concord District
Owner Thompson Moline, Vanessa	Circuit L004NL	Disp Area NRDO ASCO Oper Area

Device Info

ID OH Transformer CXE-848174 AC	
Type Transformer - OH	Voltage 4.8 KV DELTA

Event Details

Cause Unknown	Cause Pole
Failed Comp	Facility Location ROCKHAVEN RD, 12935, CHESTERLAND, OH
Action Taken	Outage Type Distribution
Related Events	Weather
Follow Up	Follow Ups Sent
Comments Check Inventory... At p#171275 (in front of hse#12935 Rockhaven)- 1 span copper primary (field side) down to southeast. This is a delta circuit and has been de-energized with open cutouts at p#74688 (first pole southeast on rockhaven from S.R.322 aka Mayfield Rd).At house add 12971, tree on primary but wires are not broken, need forestry.	
Order Instructions	

Notification number

000757390105

Call type

No Lights

Status

Archived

Priority

5

Details for 000757390105

Customer name

ROOTE, MICHAEL S

Phone number

(216) 645-0519

Callback phone #

216-645-0519

Received time

12/01/2020 03:50

Received by

ETR

12/03/2020 23:30

Circuit

401720004

Transformer pole

CXE-848174

Premise #

1930082070

Location

ROCKHAVEN RD, 12935, CHESTERLAND, OH

Customer message

Comments

Call back requested



Text back requested



Notification number

000757440416

Call type

No Lights - Wire Down To Structur

Status

Archived

Priority

4

Details for 000757440416

Customer name

ROOTE, MICHAEL S

Phone number

(216) 645-0519

Callback phone #

216-645-0519

Received time

12/01/2020 16:29

Received by

ETR

12/03/2020 23:30

Circuit

401720004

Transformer pole

CXE-848174

Premise #

1930082070

Location

ROCKHAVEN RD, 12935, CHESTERLAND, OH

Customer message

Comments

please pull meter so he can repair the damage and will call when needs it back on thanks / line down from pole to structure

Call back requested

Text back requested

Order # 20860805-6 Type Outage Status Archived Priority 5 Special Critical Customers



Order Details for Order 20860805-6

Time Off 12/01/2020 22:59	Order Created 12/03/2020 15:29	Assigned 	Dispatch
En Route 	Arrived 	Last Restoration 12/03/2020 11:33	Field Complete 12/03/2020 15:38
Closed 12/03/2020 16:05	ETR 12/03/2020 23:30	Calls 366	Custs Affected 429
Crew 	Crew Area MIDDLEFIELD CA		
Work Desc No Lights - Wire Down Pole to Pole	Duration (Min) 2194	Total CMI 941226	

Organization

Current Org IT	Substation NL	Disp Center Middlefield District
Owner Hankins, Ryan	Circuit L004NL	Disp Area NRDO MD Oper Area

Device Info

ID
Many: OH Transformer CXE-846401 ABC, Switch Installation 72616 ABC, Recloser Installation CXE-553634 ABC 800

Type Recloser	Voltage 7.62/13.2 KV
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Event Details

Cause Trees On ROW	Cause Pole OH Transformer CXE-72635 C
Failed Comp Unknown	Facility Location AUBURN RD WATER - CXE-846401
Action Taken Restored	Outage Type Distribution
Related Events 20860805-1	Weather Fair-Sunny-Overcast
Follow Up 	Follow Ups Sent

Comments
BILL WERSTAK WORKING WITH DISPATCH / WILL RIDE OUT CIRCUIT ON THURSDAY A.M. // NEED TO PATROL DOWNSTREAM OF CXE-275275 // JCPL CREWS RESTORED UP TO THAT POINT // MDT Comments - BARANIUK-12/02/20 patrolled line out removed multiple tree limbs and repaired downed primary wire, energize and re patrolled line out again MDT Comments - LAROSA-12/03/20 trees removed, wire back up, all in power. Cannot close, sending to IT


Order Instructions

Work Request Detail 61066232 DE-Resd Upgrd w/Disconnect (Read Only)

WR No: 61066232 Notification No: 757511721 - PRO010 Order No: 16793217 - SSP010 Contract Acct No: [REDACTED]

General Info Other Customer Info Attributes Dates Contacts Personnel Load Planning Ext Trans

WR No: 61066232 WR Type: DRESV - DE-Resd Upgrd w/Disconnect Status: POST
 Zone: Work Code: Classification: Priority:

Comments for WR 61066232  New

Entry Date	Entry By Initials	Entry By Name	Type	Text
12/9/2020 07:13:39	DHA	AYERS,DOUGLAS H	WR	CANCEL- Customer called in a trouble call for disconnect & reconnect so he could complete the repairs to his service
12/9/2020 07:13:02	DHA	AYERS,DOUGLAS H	CANCL	This work request was cancelled because the deletion flag (tran_code: DEL) was set on Notification number 757511721 on CCS - PRO010 on 09-DEC-20 by AYERS,DOUGLAS H (employee id: 00017671).
12/8/2020 06:09:09	DHA	AYERS,DOUGLAS H	DATE	Customer Ready Date was cleared from 12/7/2020. Customer to replace mast pipe only inspection not required. Customer has appointment set for disconnect reconnect
12/8/2020 06:08:58	DHA	AYERS,DOUGLAS H	DATE	Delay Reason was changed to CS. Customer to replace mast pipe only inspection not required. Customer has appointment set for disconnect reconnect
12/7/2020 10:25:11	SAPI	SAP INTERFACE	DATE	Requested completion date changed from 07-MAR-21 to 07-MAR-21 to correspond with Click Due Date.
12/7/2020 10:20:33	DHA	AYERS,DOUGLAS H	DATE	Customer ready date was changed from null to 07-DEC-20 when gov insp req status was changed.
12/7/2020 10:19:20	DHA	AYERS,DOUGLAS H	WR	Need to take to COSC & put on appt board
12/7/2020 10:19:00	DHA	AYERS,DOUGLAS H	WR	Made appointment for customer he is not happy waiting to Dec 23 for an appointment he is doing the repairs himself said he will probably work it hot as he doesn't want to wait . Advised he could run disconnect reconnect through trouble dept but that was not acceptable to him.Told him if a cancellation comes up I will try to reschedule him to a sooner date
12/7/2020 10:16:02	CREW	CREWS SYSTEM	WR	Cap. Plan Data [Sch Dt: 03/05/21] [Plt: Worn: Oper: 0001 Hrs: 0]
12/7/2020 10:03:09	DHA	AYERS,DOUGLAS H	DATE	Requested Completion Date was changed from 12/7/2020 to 3/7/2021, adjusted
12/7/2020 10:03:09	CREW	CREWS SYSTEM	DATE	WR Priority Updated Automatically by CREWS System: From Priority 1 to Priority 2
12/4/2020 14:42:00	CREW	CREWS SYSTEM	WR	Unique SAP Order 000016793217 assigned Dec. 04, 2020 02:12 p.m.
12/4/2020 14:35:02	DHA	AYERS,DOUGLAS H	REQ	12/07/2020 10:20 Customer is only replacing mast pipe meter base is OK & grounding will not be disturbed
12/4/2020 14:35:02	SAPI	SAP INTERFACE	WR	To:PLN using default value.

1 - 14 of 14 items

Cancel

Location: CHESTERLAND OH 44026 +4

Delay Reason: CS - Customer Not Ready Cancel Reason: CCSDF Cancel Date: 12/09/2020 No Click Schedule Required

Service Location: MAYFIELD RD / Mike Roote 216-645-0519

Remarks: CUSTOMER IS REPLACING BENT MAST PIPE ON SERVICE METER BASE IS OK WILL NOT NEED INSPECTION. CUT AT CAP & RECONNECT AFTER REPAIRS

Add/Replace cust owned equip: Replace same size service; Mast; ServiceCableFE to Disconnect ReconnectRemarks: s/w MICHAEL S ROOTE, vai, storm took out wires/ not he needs to replace some thingsAdd Contact Info: phone or emailContact Email: m_roote@yahoo.comPartner Email: m_roote@yahoo.com

Save Cancel

Notification number

000757531858

Call type

On Low Drop

Status

Archived

Priority

6

Details for 000757531858

Customer name

ROOTE, MICHAEL S

Phone number

216-645-0519

Callback phone #

216-645-0519

Received time

12/08/2020 06:23

Received by

ETR

Circuit

401720004

Transformer pole

CXE-848174

Premise #

1930082070

Location

ROCKHAVEN RD, 12935, CHESTERLAND, OH

Customer message

Comments

* says he has called about this and we have done nothing this is an unsafe = condition he needs it turned off so he can make repairsays he has delivery trucks coming and going who are going to get injured due to this wire UPDT: wants notified 216-645-0519 when we arrive UPDT: needs power turned off so he can make repairs and he refuses to wait for a scheduled appt

Call back requested

Text back requested

Order # 20886086-1	Type Trouble	Status Archived	Priority 6	Special
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Order Details for Order 20886086-1

Time Off 12/08/2020 06:24	Order Created 12/08/2020 06:24	Assigned 12/08/2020 08:27	Dispatch 12/08/2020 08:51
En Route 12/08/2020 08:52	Arrived 12/08/2020 09:55	Last Restoration	Field Complete 12/08/2020 10:41
Closed 12/08/2020 10:48	ETR	Calls 1	Custs Affected 0
Crew Henry, Tyler R - 172084		Crew Area CONCORD CA	
Work Desc On Low Drop		Duration (Min) 0	Total CMI 0

Organization

Current Org Dispatch	Substation NL	Disp Center Concord District
Owner Beck, William M.	Circuit L004NL	Disp Area NRDO ASCO Oper Area

Device Info

ID OH Transformer CXE-848174 AC	
Type Transformer - OH	Voltage 4.8 KV DELTA

Event Details

Cause Customer Equipment	Cause Pole CXE-571275	
Failed Comp Fuse Holder / Tube	Facility Location ROCKHAVEN RD, 12935, CHESTERLAND, OH	
Action Taken Isolated	Outage Type No Outage	Weather Fair-Sunny-Overcast
Related Events	Follow Ups Sent	
Follow Up		
Comments [MDT Comments - HENRY-12/08/20 Customer insisted that power needed to be shut off. Unable to reach transformer pole with truck with cars/trees in the way. Only one fused disconnect at transformer, other phase connected directly to primary. Pulled fuses at buck pole 571275 and lifted hotline clamps. Customer stated he will call back when repairs are completed.]		
Order Instructions Arrived time changed from 08/12/2020 09:55:45 to 08/12/2020 09:55:00.		

Order #	Type	Status	Priority	Special
20886658-1	Outage	Archived	5	

Order Details for Order 20886658-1

Time Off	Order Created	Assigned	Dispatch
12/08/2020 15:33	12/08/2020 15:34	12/08/2020 16:58	12/08/2020 16:59
En Route	Arrived	Last Restoration	Field Complete
12/08/2020 17:04	12/08/2020 17:26		12/08/2020 18:21
Closed	ETR	Calls	Custs Affected
12/08/2020 18:34	12/08/2020 20:15	1	0
Crew		Crew Area	
Allen, Robert L - 171786		CONCORD CA	
Work Desc		Duration (Min)	Total CMI
No Lights		0	0

Organization

Current Org	Substation	Disp Center
Dispatch	NL	Concord District
Owner	Circuit	Disp Area
Kubis, Ralph S.	L004NL	NRDO ASCO Oper Area

Device Info

ID	Fuse Installation 571275 10T	
Type	Voltage	
Fuse	4.8 KV DELTA	

Event Details

Cause	Cause Pole
Customer Equipment	CXE-571275
Failed Comp	Facility Location
Fuse Link	ROCKHAVEN RD, 12935, CHESTERLAND, OH
Action Taken	Outage Type
Inspected Installed	No Outage
Related Events	Weather
	Fair-Sunny-Overcast
Follow Up	Follow Ups Sent
Comments	
FROM THIS MORNING.... Pulled fuses at buck pole 571275 and lifted hotline clamps. [MDT Comments - ALLEN-12/08/20 cust equipment repairs done. was told by 3 cei employees that no permit or inspection needed. installed hotline clamps and closed fuses. okp]	
Order Instructions	
En Route time changed from 08/12/2020 17:04:23 to 08/12/2020 17:04:00.	

- Order Details
- Restoration Steps
- Call Details
- Crew Activity
- Inventory
- PowerOn Log
- ETR Change Log
- Review & Approve Log
- Order Map

Order Details for Order 20886086-1 Find Related Orders Order Report

Order # 20886086-1	Type Trouble	Status Archived	Priority 6	Special	
Time Off 12/08/2020 06:24	Order Created 12/08/2020 06:24	Assigned 12/08/2020 08:27	Dispatch 12/08/2020 08:51	En Route 12/08/2020 08:52	Arrived 12/08/2020 09:55
Last Restoration	Field Complete 12/08/2020 10:41	Closed 12/08/2020 10:48	ETR	Calls 1	Custs Affected 0
Crew Henry, Tyler R - 172084	Crew Area CONCORD CA	Duration (Min) 0	Total CMI 0	Work Desc On Low Drop	

Organization

Current Org Dispatch	Substation NL	Disp Center Concord District
Owner Beck, William M.	Circuit L004NL	Disp Area NRDO ASCO Oper Area

Device Info

ID OH Transformer CXE-848174 AC	
Type Transformer - OH	Voltage 4.8 KV DELTA

Event Details

Cause Customer Equipment	Cause Pole CXE-571275	Failed Comp Fuse Holder / Tube	Facility Location ROCKHAVEN RD, 12935, CHESTERLAND, OH	Action Taken Isolated
Outage Type No Outage	Weather Fair-Sunny-Overcast	Related Events	Follow Ups Sent	
Follow Up				
Comments [MDT Comments - HENRY-12/08/20 Customer insisted that power needed to be shut off. Unable to reach transformer pole with truck with cars/trees in the way. Only one fused disconnect at transformer, other phase connected directly to primary. Pulled fuses at buck pole 571275 and lifted hotline clamps. Customer stated he will call back when repairs are completed.]				
Order Instructions Arrived time changed from 08/12/2020 09:55:45 to 08/12/2020 09:55:00.				

Order Details

Restoration Steps

Call Details

Crew Activity

Inventory

PowerOn Log

ETR Change Log

Review & Approve Log

Order Map

Order Details for Order 20886658-1

Find Related Orders Order Report

Order # 20886658-1	Type Outage	Status Archived	Priority 5	Special
Time Off 12/08/2020 15:33	Order Created 12/08/2020 15:34	Assigned 12/08/2020 16:58	Dispatch 12/08/2020 16:59	En Route 12/08/2020 17:04
Last Restoration	Field Complete 12/08/2020 18:21	Closed 12/08/2020 18:34	ETR 12/08/2020 20:15	Arrived 12/08/2020 17:26
Crew Allen, Robert L - 171786	Crew Area CONCORD CA	Duration (Min) 0	Total CMI 0	Calls 1
				Work Desc No Lights
				Custs Affected 0

Organization

Current Org Dispatch	Substation NL	Disp Center Concord District
Owner Kubis, Ralph S.	Circuit L004NL	Disp Area NRDO ASCO Oper Area

Device Info

ID Fuse Installation 571275 10T
Type Fuse
Voltage 4.8 KV DELTA

Event Details

Cause Customer Equipment	Cause Pole CXE-571275	Failed Comp Fuse Link	Facility Location ROCKHAVEN RD, 12935, CHESTERLAND, OH	Action Taken Inspected Installed
Outage Type No Outage	Weather Fair-Sunny-Overcast	Related Events	Follow Ups Sent	

Follow Up

Comments

FROM THIS MORNING... Pulled fuses at buck pole 571275 and lifted hotline clamps. [MDT Comments - ALLEN-12/08/20 cust equipm repairs done. was told by 3 cei employees that no permit or inspection needed. installed hotline clamps and closed fuses. okp]

Order Instructions

En Route time changed from 08/12/2020 17:04:23 to 08/12/2020 17:04:00.

BACK | Design/As-Built Processes | WR Results

Work Request Detail 61066232 DE-Resd Upgrd w/Disconnect (Read Only)

WR No: 61066232 | Notification No: 757511721 - PRO010 | Order No: 16793217 - SSP010 | Contract Acct No: [REDACTED]

General Info | Other | Customer Info | Attributes | Dates | Contacts | Personnel | Load | Planning | Ext Trans

61066232 | DRESV - DE-Resd Upgrd w/Disconnect | POST

Zone: CD44026X - CHESTER & MUNSON TWP-ZIP CODE 440... | Work Code: OH - Overhead | Classification: DS | Priority: 2 - High (31 - 90 Days)

Work Group Code: DS | Route: Planner | Customer Category: Residential

SAP Notification No: 757511721 | SAP Notification Type: DR | SAP Notification System ID: PRO010

Co WR No: | AC Code: | Requested Completion Date: 03/07/2021

Project ID: | Date Entered: 12/04/2020 | MM/DD/YYYY

WR Name: CANCEL DISC RECON CXE-848174 CUST REPAIR MAST/ MICHAEL ROOTE

Street No: 12935 | Street No Frac: | Block: | Lot: | County: OH - GEAUGA

Street Name: ROCKHAVEN RD | Unit No: | State: OH | Zip: 44026 +4

City: CHESTERLAND | Cancel Date: 12/09/2020 | No Click Schedule Required

Delay Reason: CS - Customer Not Ready | Cancel Reason: CCSDF

Service Location: MAYFIELD RD / Mike Roote 216-645-0519

Remarks: CUSTOMER IS REPLACING BENT MAST PIPE ON SERVICE METER BASE IS OK WILL NOT NEED INSPECTION CUT AT CAP & RECONNECT AFTER REPAIRS

Add/Replace cust owned equip: Replace same size service; Mast; ServiceCableFE to Disconnect ReconnectRemarks: s/w MICHAEL S ROOTE, vai, storm took out wires/ not he needs toreplace some thingsAdd Contact Info: phone or emailContact Email: m_roote@yahoo.comPartner Email: m_roote@yahoo.com

Save Cancel