

**BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO**

In the Matter of the Complaint of)	
Michael S. Roote,)	
)	Case No. 21-0011-EL-CSS
Complainant,)	
)	
v.)	
)	
The Cleveland Electric Illuminating)	
Company,)	
)	
Respondent.)	

**THE CLEVELAND ELECTRIC ILLUMINATING COMPANY’S REPORT
REGARDING IMPROVED PROCESS FOR TRAINING OF IN-THE-FIELD
EMPLOYEES**

Pursuant to the Opinion and Order issued by the Public Utilities Commission of Ohio on April 19, 2023 in the above captioned matter, The Cleveland Electric Illuminating Company (“CEI”) submits this report regarding “certain improvements made to its training of in-the-field employees that emphasize the types of inspections needed for purported problems with secondary lines leading to residential service drops, along with a consistent reporting policy related to the results of such inspections.”¹

CEI is taking the following steps:

- Develop a “National Electric Safety Code and Secondary Services Inspection Awareness Training Course” for all CEI line personnel.²
- Specific to this report, the training will address inspections for purported problems with secondary lines leading to residential service drops and the process for reporting the results of those inspections.
- The course will reaffirm how employees will inspect purported problems with secondary services, including without limitation through visual inspections of service drops for

¹ Case No. 21-0011-EL-CSS (4/19/2023) Opinion and Order at ¶82.

² The National Electric Safety Code component of this training is addressed in CEI’s contemporaneously filed Report Regarding Changes to Training Materials Involving the NESC.

conductor condition, as well as inspection of the connection point at the customer's premise.

- The course will also reaffirm the reporting process for employees, which includes communicating findings to the customer by making contact and/or leaving a door-hanger and reporting any findings to dispatch and to the employee's supervisor.
- CEI's training will commence in August 2023, with an expected completion in November 2023.³
- CEI management will deliver this initial training to line personnel during a morning standup or monthly safety meeting. The training is expected to last 20-30 minutes with time allowed for employees to ask questions.
- CEI management will track training completion results using the Companies' learning management system.
- Subsequently, this training will be an annual requirement for CEI line personnel. CEI management will deliver this yearly training during a morning standup or monthly safety meeting.
- Commencing on August 21, 2023, CEI will run bi-weekly reports confirming training completion. As of the training completion deadline in November 2023, the names of any employees who have not yet completed the training will be provided to Company leadership to ensure training completion by the end of the calendar year.
- The training course will be part of the onboarding process for new employees.

Respectfully Submitted,

/s/Christine E. Watchorn

Christine E. Watchorn (0075919)

FirstEnergy Service Company

100 East Broad Street, Suite 2225

Columbus, OH 43215

Phone: 614-437-0183

Facsimile: 330-245-5682

Email: cwatchorn@firstenergycorp.com

Attorney for The Cleveland Electric

Illuminating Company

³ The course will subsequently be provided to line personnel at Ohio Edison Company and The Toledo Edison Company.

CERTIFICATE OF SERVICE

I hereby certify that a true and accurate copy of the forgoing Report was filed electronically through the Docketing Information System of the Public Utilities Commission of Ohio on this 18th day of July 2023. A service copy has been provided via U.S. Mail and email this same date to:

Michael Roote
12935 Rockhaven Road
Chesterland, Ohio 44026
m_roote@yahoo.com
Complainant

/s/Christine E. Watchorn
Christine E. Watchorn (0075919)
*One of the Attorneys for The Cleveland Electric
Illuminating Company*

**This foregoing document was electronically filed with the Public Utilities
Commission of Ohio Docketing Information System on**

7/18/2023 2:56:40 PM

in

Case No(s). 21-0011-EL-CSS

Summary: Report Regarding Improved Process for Training of in-the-Field
Employees electronically filed by Ms. Christine E. Watchorn on behalf of The
Cleveland Electric Illuminating Company.