



Date of Incident	08-19-2022
Prepared By	Nancy Benner
Reviewed By	Incident Report was reviewed by John Samuel on 08-19-2022 at 06:00 PM.
Property	Joshua House
Time of Incident	09:15:00
Location of Incident	2607 Welsh Road Philadelphia PA 19114

Incident Type
Mechanical Disruptions
Incident Type Category
Electric-loss
Description of Incident
Peco contractors are currently working to install new power cables underground in the community. Today while digging between D and E building near the fence line Peco hit an underground power main that disrupted electric service to A-B-C-D and E buildings.
Corrective action taken at the time of the incident
Dudlow spoke with the Peco contractors and was informed a team was dispatched to restore power to the community as quickly as possible. Dudlow contacted John Samuel and Michael Jacobus. Michael Jacobus visited Joshua House and spoke with the Peco contractors, they relayed to Michael they had a crew on the way to work to restore power as quickly as possible.
What we have done related to Customer Service and helping the resident, if anything?
An e-mail blast was sent to the residents informing them of the issue. I contacted Expert Service providers and had the Joshua House phones transferred to the 7400 Roosevelt office during the power outage.
Witnesses names and phone number
Dudlow Blake 267-264-7180 Michael Jacobus 215-990-3618 Nancy Benner 215-669-8922 Nilsa Reyes 215-528-7602
Was there security camera footage of this incident?
No
Link to security footage video in Box
http://
Did this incident involve a resident?
No
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
Yes
Vendor Name
Peco