

<b>Date of Incident</b>	12-30-2024
<b>Prepared By</b>	Ketty Bailey
<b>Reviewed By</b>	Incident Report was reviewed by Alison Snyder on 01-01-2025 at 01:34 AM.
<b>Property</b>	Park at Westminster
<b>Time of Incident</b>	21:00:00
<b>Location of Incident</b>	Transformer/Entire Property

<b>Report Last Updated By</b>	<b>Update Date</b>
Alison Snyder	01-01-2025
Ketty Bailey	12-31-2024

Incident Type
Mechanical Disruptions
Incident Type Category
Electric-loss
Incident Type Sub-Category
Hurricane
Description of Incident
At approximately 11pm the power went out to the whole property. The transformer had a loud pop and flash of light at the time the power went out. Residents called the fire department, so police and fire reported, though there was no fire. The fire department reported the incident to PECO. It was determined that the issue was with the transformers on the property
Corrective action taken at the time of the incident
Bill Steever reported the incident to Ketty Bailey, Alison Snyder and Paul Oneto who then reported the incident to Brian Kroker. Bill called Carr and Duff to come out to the property for emergency service to the transformers. They arrived at approximately 1am and worked through the night to perform repairs. Power was restored at 7am. Brian followed up with Carr and Duff in the morning to determine if any additional repairs are needed.
What we have done related to Customer Service and helping the resident, if anything?
Alison sent email updates at 12am and 6am letting them know repairs were underway. Ketty brought coffee and doughnuts for all the residents in the community room in the morning as well.
Witnesses names and phone number
Bill Steever 267-625-8624
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?
No
Should this incident be reported to the residents renters insurance policy?
No

