

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

Lidia Shan
v.
Verizon Pennsylvania, Inc.
Billing Dispute

Docket No.: C-2009-2150021

Pages 1 - 117

Public Utility Commission
801 Market Street
Suite 4063
Philadelphia, PA 19107

September 23, 2010
Commencing at 10:01 a.m.

BEFORE:

CYNTHIA FORDHAM, Administrative Law Judge

APPEARANCES:

LIDIA SHAN, Pro Se
Complainant

JANET L. MILLER, Esquire
Hawke, McKeon & Sniscak, LLP
100 North Tenth Street
P.O. Box 1778
Harrisburg, PA 17105
For the Respondent

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Reporter: Ben Hunter Mengel

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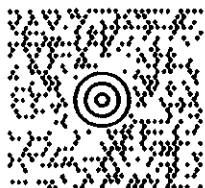
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