



April 9, 2014

Secretary Rosemary Chiavetta  
Commonwealth of Pennsylvania  
Pennsylvania Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

Re: Case C-2013-2388009

Dear Secretary Chiavetta:

Per the Secretary's request in a letter dated April 3, 2014, this cover letter bears my original signature.

Thank you for your assistance. You are welcome to contact me at [srandall@iron-ton.com](mailto:srandall@iron-ton.com) or 610-794-2370.

Sincerely,

A handwritten signature in black ink, appearing to read "S. Randall", is written over a faint, larger version of the same signature.

Scott Randall  
Director - Regulatory Affairs

Attachments: Correspondence with the PA PUC

cc. The Honorable David A. Salapa, Administrative Law Judge  
Charles E. Thomas, III, THOMAS, LONG, NIESEN & KENNARD

RECEIVED  
2014 APR 11 AM 10:11  
PA.P.U.C.  
SECRETARY'S BUREAU

**Service Electric Telephone**

4242 Mauch Chunk Road  
Coplay, PA 18037

P: 610 .841 .4100

F: 610 .841 .0041



March 25, 2014

Secretary Rosemary Chiavetta  
Commonwealth of Pennsylvania  
Pennsylvania Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

Re: Case C-2013-2388009

Dear Secretary Chiavetta:

Please find attached our correspondence with the Commission on the case of Cheryl Zack v. Service Electric Telephone, LLC (C-2013-2388009).

With this letter I ask the Commission to dismiss this case.

As Gale Bennett, Director of Customer Service stated in a letter to the Commission on October 21, 2013, Ms. Zack is not and has never been a customer of Service Electric Telephone. In reviewing the documents presented by Ms. Zack, Service Electric Telephone is not mentioned so we are at a loss as to why we are party to this hearing. I suspect we are being confused with Service Electric Cable which is a different company under different ownership and management. The customer service notes contained within Ms. Zack's correspondence reference problems related to cable TV service—a product that Service Electric Telephone does not and has not provided. Additionally, the service notes were not originated from Service Electric Telephone.

Thank you for your assistance. You are welcome to contact me at [srandall@irononton.com](mailto:srandall@irononton.com) or 610-794-2370.

Sincerely,

A handwritten signature in cursive script that reads "S. A. Randall".

Scott Randall  
Director - Regulatory Affairs

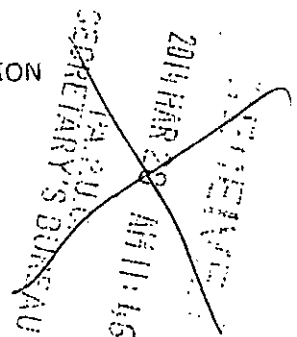
Attachments: Correspondence with the PA PUC

Service Electric Telephone  
4242 Mauch Chunk Road  
Coplay, PA 18037  
P: 610 .841 .4100  
F: 610 .841 .0041

RECEIVED

APR 11 2014

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU





SERVICE ELECTRIC TELEPHONE  
4242 Mauch Chunk Road  
Coplay, PA 18037-2198  
Voice 610-841-4100  
FAX 610-841-0041

October 21, 2013

Customer name: **CHERYL ZACK**  
Address: 825 W. TILGHMAN ST.  
City, State, Zip: **ALLENTOWN PA 18102**  
Class of service: **RESIDENTIAL**  
BCS Case Number: **C-2013-2388009**  
Phone number of line in dispute:  
Nature of dispute: **Service Reliability**

Company position:

This customer, **CHERYL ZACK** is NOT, and has never been a customer of SERVICE ELECTRIC TELEPHONE, LLC. Service Electric Telephone (SET) is located at 4242 Mauch Chunk Rd, Coplay, PA. 18037; contact number, 610-841-4100.

The customer may be referring to services provided by SERVICE ELECTRIC CABLE TV & COMMUNICATIONS (SECTV), at 2260 Avenue A, Bethlehem, PA 18017; contact number, 610-865-9100.

Therefore, Service Electric Telephone, LLC., respectfully requests this complaint addressed to us be dismissed and closed.

If I can be of help in any other way please feel free to contact me at [gbennett@ironton.com](mailto:gbennett@ironton.com)

Sincerely,

**Gale Bennett**  
Director of Customer Service/Provisioning

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Cheryl Zack :  
 :  
 v. : C-2013-2388009  
 :  
 Service Electric Telephone, LLC :

**PREHEARING ORDER**

The Commission has scheduled an initial telephonic hearing in this case for Thursday, May 8, 2014 at 10:00 a.m. **You must be available when I contact you or I will dismiss your case. If you will be at a telephone number that is different than the number on the hearing notice, you must notify me of that telephone number at least seven (7) days before the hearing.**

The parties shall comply with the following requirements:

1. A request for a change of the scheduled hearing date must state the agreement or opposition of other parties, and must be submitted in writing no later than five (5) days prior to the hearing. 52 Pa. Code §1.15(b). Requests for changes of hearing dates must be sent to me and all parties of record. My address is:

David A. Salapa  
Administrative Law Judge  
P.O. Box 3265  
Harrisburg, Pa. 17105-3265  
Telephone: (717) 787-1399  
Fax: (717) 787-0481

**Changes are granted only in rare situations where good cause exists.**

2. **Commission policy promotes settlements. 52 Pa. Code §5.231(a). The utility will contact the customer at least one week before the scheduled hearing to discuss possible settlement of this case. Even if the parties are unable to settle this case, they may still resolve many questions or issues during their discussions. If the parties reach an agreement, a formal hearing will not be necessary and the scheduled hearing will be cancelled.**

3. If a party intends to present any documents or exhibits for my consideration, it must send one copy to the other parties and three (3) copies to me so that the other parties and I receive the copies at least five (5) days before the hearing. This includes a copy of a Protection from Abuse (PFA) Order if you marked the "yes" response on the Complaint form that asks if you are a victim under a PFA. A party should properly pre-mark exhibits for identification purposes.

4. Although the hearing is being conducted telephonically for the convenience of the parties, it is still a formal proceeding and I will conduct it in accordance with the Commission's Rules of Practice and Procedure.

5. Pursuant to 52 Pa. Code §§1.21 & 1.22, you may represent yourself if you are an individual, or you may have an attorney licensed to practice law in the Commonwealth of Pennsylvania, or admitted *Pro Hac Vice* represent you.

However, if you are interested in receiving legal representation, you may contact the Widener Harrisburg Civil Law Clinic located at 3605 Vartan Way, Harrisburg, PA 17110, by phone at 717-541-0320 or via email at [lawclinichb@mail.widener.edu](mailto:lawclinichb@mail.widener.edu). For additional information see Widener Harrisburg's Civil Law Clinic's website:

<http://law.widener.edu/Academics/ClinicalProgramsandProfessionalTraining/Clinics/HarrisburgCivilLawClinic.aspx>.

Based on your income, legal representation may be available to you at no cost or a reduced fee.

6. If you are a partnership, corporation, trust, association, or governmental agency or subdivision, an attorney licensed to practice law in the Commonwealth of Pennsylvania, or admitted *Pro Hac Vice*, must represent you in this proceeding. Unless you are an attorney, you may not represent someone else. Attorneys shall enter their appearance in accordance with the provisions of 52 Pa. Code §1.24(b).

7. If you intend to subpoena witnesses for the hearing, you should review the procedures established in 52 Pa. Code §5.421. You must submit your written application to me

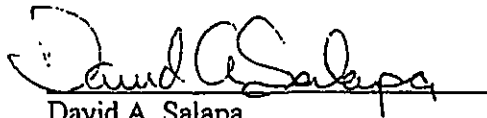
sufficiently in advance of the hearing date so that the other parties will have the required ten (10) days' notice to answer or object, and so that you will have enough time to receive the subpoena and serve it.

**8. IF A PARTY FAILS TO PARTICIPATE IN THE HEARING, THE HEARING WILL PROCEED WITHOUT THAT PARTY AND A DECISION MAY BE ENTERED AGAINST THAT PARTY.**

9. The Complainant bears the burden of proof and must demonstrate by a preponderance of the evidence that she is entitled to the relief requested in the complaint.

10. If you, or anyone you plan to call as a witness on your behalf, has a limited ability to speak or understand English or are deaf or hearing-impaired, a qualified interpreter can be provided upon your request. If you need an interpreter, please contact the scheduling office for the Office of Administrative Law Judge at (717) 787-1399 at least ten (10) days before the hearing to make your request. The AT&T Relay Service number for persons who are deaf or hearing-impaired is 1-800-654-5988.

Date: March 17, 2014

  
David A. Salapa  
Administrative Law Judge

G-2013-2388009 - CHERYL ZACK v. SERVICE ELECTRIC TELEPHONE LLC

CHERYL ZACK  
825 TILGHMAN STREET  
ALLENTOWN PA 18102  
610.435.2947

SCOTT RANDAL  
DIRECTOR OF REGULATORY AFFAIRS  
SERVICE ELECTRIC TELEPHONE LLC  
4242 MAUCH CHUNK ROAD  
COPLAY PA 18037  
610.865.9100



COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
Office of Administrative Law Judge  
P.O. BOX 3265, HARRISBURG, PA 17105-3265

IN REPLY PLEASE  
REFER TO OUR FILE

March 14, 2014

In Re: C-2013-2388009

SCOTT RANDAL  
DIRECTOR OF REGULATORY AFFAIRS  
SERVICE ELECTRIC TELEPHONE LLC  
4242 MAUCH CHUNK ROAD  
COPLAY PA 18037

*Cheryl Zack v. Service Electric Telephone, LLC*

Reliability, Safety or Quality Complaint

Telephonic Hearing Notice

This is to inform you that a hearing by telephone on the above-captioned case will be held as follows:

Type: Initial Telephonic Hearing  
Date: Thursday, May 8, 2014  
Time: 10:00 a.m.  
Presiding: Administrative Law Judge David A. Salapa  
PO Box 3265  
Harrisburg, PA 17105-3265  
Phone: 717.787.1399  
Fax: 717.787.0481

If you have not provided a current telephone number where you can be reached for participation in the hearing OR YOUR AREA CODE HAS CHANGED, then you must contact the presiding officer at least seven (7) days before the actual hearing and provide the necessary information.

At the above date and time, the Presiding Officer will contact the parties as follows:

CHERYL ZACK	610.435.2947
SCOTT RANDAL	610.865.9100

If you have any hearing exhibits to which you will refer during the hearing, three (3) copies must be sent to the Administrative Law Judge and 1 copy each must be sent to every other party. All copies must be received at least 5 days before the hearing.

*Attention: You may lose the case if you do not take part in this hearing and present facts on the issues raised.*

You must serve the Presiding Officer with a copy of ANY document you file in this case.

Individuals representing themselves are not required to be represented by an attorney. All others (corporation, partnership, association, trust or governmental agency or subdivision) must be represented by an attorney. An attorney representing you should file a Notice of Appearance before the scheduled hearing date.

If individuals filing consumer complaints are interested in receiving legal representation, they may contact the Widener Harrisburg Civil Law Clinic, located at 3605 Vartan Way, Harrisburg, PA 17110, by telephone at (717) 541-0320 or via email at [lawclinichb@mail.widener.edu](mailto:lawclinichb@mail.widener.edu). Based on the individual's income, legal representation may be available at no cost or a reduced fee. For additional information see Widener Harrisburg's Civil Law Clinic's website:

[http://law.widener.edu/Academics/ClinicalPrograms  
andProfessionalTraining/Clinic/HarrisburgCivilLaw  
Clinic.aspx](http://law.widener.edu/Academics/ClinicalProgramsandProfessionalTraining/Clinic/HarrisburgCivilLawClinic.aspx)

If you are a person with a disability, and you wish to attend the hearing, we may be able to make arrangements for your special needs. Please call the scheduling office at the Public Utility Commission at least five (5) business days prior to your hearing to submit your request.

If you require an interpreter to participate in the hearings, we will make every reasonable effort to have an interpreter present. Please call the scheduling office at the Public Utility Commission at least ten (10) business days prior to your hearing to submit your request.

- Scheduling Office: 717.787.1399
- AT&T Relay Service number for persons who are deaf or hearing-impaired: 1.800.654.5988

pc: ALJ Salapa  
Stephen Townend  
Calendar Copy  
File Copy

C-2013-2388009 - CHERYL ZACK v. SERVICE ELECTRIC TELEPHONE LLC

CHERYL ZACK  
825 TILGHMAN STREET  
ALLENTOWN PA 18102  
610.435.2947

SCOTT RANDAL  
DIRECTOR OF REGULATORY AFFAIRS  
SERVICE ELECTRIC TELEPHONE LLC  
4242 MAUCH CHUNK ROAD  
COPLAY PA 18037  
610.865.9100



COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
P.O. BOX 3265, HARRISBURG, PA 17105-3265

IN REPLY PLEASE  
REFER TO OUR FILE

**DATE SERVED: OCTOBER 15, 2013**

C-2013-2388009

SERVICE ELECTRIC TELEPHONE LLC  
4242 MAUCH CHUNK ROAD  
COPLAY PA 18037

Dear Sir/ Maam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by CHERYL ZACK. To defend yourself against the claims stated in the following pages, you must act within twenty (20) days by filing in writing with the Commission, either personally or through your attorney, your defenses or objections to the claims stated against you. Or, you may satisfy the complaint by settling the matter with the Complainant and submitting proof of settlement to the Commission within twenty (20) days.

IF YOU FAIL TO RESPOND WITHIN TWENTY (20) DAYS, THE CASE MAY GO FORWARD IN YOUR ABSENCE AND A JUDGEMENT MAY BE ENTERED AGAINST YOU BY THE COMMISSION WITHOUT FURTHER NOTICE.

**CUSTOMER OF A UTILITY**

A payment schedule may be prescribed or a termination of utility services may be authorized. You may lose money or property or other rights important to you.

**COMPANY/UTILITY**

An Administrative Law Judge may revoke or suspend any certificate or permit held by you, or impose a fine, or any other appropriate penalty or remedy authorized by the Public Utility Code. You may lose money or property or other rights important to you.

Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

OCTOBER 15, 2013

Unless you are a corporation or other organization, you may proceed without a lawyer. However, if you want a lawyer and do not have one or cannot afford one, the office listed below can tell you where you can get legal help:

Pennsylvania Lawyer Referral Service  
Pennsylvania Bar Association  
P.O. Box 186  
Harrisburg, PA 17108  
(800) 692-7375

Very truly yours,

A handwritten signature in black ink, appearing to read "Rosemary Chiavetta". The signature is written in a cursive, flowing style.

Rosemary Chiavetta  
Secretary

JB

**BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION**

**DATE SERVED: OCTOBER 15, 2013**

**CHERYL ZACK**

Complainant

v.

**SERVICE ELECTRIC TELEPHONE LLC**

Respondent

Complaint Docket

No: **C-2013-2388009**

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**FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY**

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**TO: SERVICE ELECTRIC TELEPHONE LLC**

**TAKE NOTICE:**

That a complaint in the above entitled matter, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. Section 702 of the Public Utility Code, 66 Pa. C.S. Section 702, requires the Commission to serve on each party named in a complaint a copy of the complaint and notice calling upon each party to satisfy the complaint, or to answer the same in writing within a specified time; THEREFORE,

1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the **Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265**, an answer (original and three copies), in writing, under oath, which, as required by Section 5.61 of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 5.61, either affirms or specifically denies the allegations in this complaint. You must also serve a copy of the answer upon the complainant. The date of service is the mailing date as indicated by the date at the top of this Notice. Section 1.56(a) of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 1.56(a).

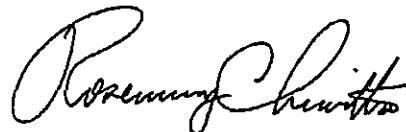
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. Code Section 5.61. In that event, the Commission may, without hearing, enter an order which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C.S. Section 101, et seq.; and, if

you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

3. If you elect to satisfy this complaint you must file, within twenty (20) days from the date on which this complaint is served, affidavits executed by each complainant that this complaint has been satisfied. Such affidavits must describe the basis on which this complaint was satisfied; any settlement agreement between the parties must be reduced to writing and attached to the affidavit. Such affidavits are to be filed with the Secretary of the Commission at the address set forth in paragraph 1. Upon receipt of affidavits of satisfaction from all complainants, this complaint may be dismissed by the Commission in accordance with Section 703(a) of the Public Utility Code, 66 Pa. C.S. Section 703(a), unless the Commission determines that such dismissal would be contrary to the public interest, in which event the Commission may direct that hearings be held upon the complaint.

4. If you file an answer which admits the allegations in this complaint, or which fails to specifically deny the allegations in this complaint, the Commission may, without hearing, enter an order which either revokes or suspends any certificate held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

5. If you file a timely answer which specifically denies the allegations in this complaint, or which raises material questions of law or fact, this matter shall be referred to the Office of Administrative Law Judge for hearing and decision. If, after hearing on the issues raised by that answer, you are found to have committed any of the violations alleged in the complaint, the Administrative Law Judge may render a decision which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. In the imposition of a penalty after a hearing the Administrative Law Judge is not bound by the relief sought by the complainant in paragraph 4 of the attached complaint.



Rosemary Chiavetta  
Secretary

(SEAL)

Certified Mail  
Return Receipt Requested

MIKE SCHLOSSBERG, MEMBER  
132ND LEGISLATIVE DISTRICT

2030 WEST TILGHMAN STREET, SUITE 100  
ALLENTOWN, PENNSYLVANIA 18104  
(610) 821-5577  
FAX: (610) 821-6325

25B EAST WING  
P.O. BOX 202132  
HARRISBURG, PENNSYLVANIA 17120-2132  
(717) 705-1889  
FAX: (717) 705-2087



House of Representatives  
COMMONWEALTH OF PENNSYLVANIA  
HARRISBURG

COMMITTEES

HEALTH  
STATE GOVERNMENT  
TRANSPORTATION

October 7, 2013

Public Utility Commission  
Legislative Unit  
North 302 Keystone Building  
400 North St.  
Harrisburg, PA 17120

C-2013-2388009

Re.: Consumer Complaint

Dear Sir or Madam:

Attached please find a packet of information representing a consumer complaint for one of Representative Schlossberg's constituents, Cheryl L. Zack, 825 W. Tilghman St., Allentown, PA 18102.

Ms. Zack is filing a complaint against Verizon, because of service problems. The details and accompanying paperwork for this matter is enclosed.

Thank you for your attention to this matter.

Sincerely,

Nancy A. Loch  
Legislative Assistant  
To State Rep. Mike Schlossberg  
132<sup>nd</sup> Legislative District

Enc.

SECRETARY'S BUREAU  
PA PUC

2013 OCT 11 PM 2:40

RECEIVED

RECEIVED  
PA PUC  
OFFICE LEGIS. AFFAIRS  
10/11/13 1:50

110723

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint

Filing this form begins a legal proceeding and you will be a party to the case. If you do not wish to be a party to the case, consider filing an informal complaint.

To complete this form, please type or print legibly in ink.

C-2013-2388009

1. Customer (Complainant) Information

Provide your name, mailing address, county, telephone number(s), e-mail address and utility account number:

Name Cheryl L. Zasky
Street/P.O. Box 525 W. Highways St Apt #
City Allentown State Pa Zip 18102
County Lehigh

Telephone Number(s) Where We Can Contact You During the Day:

(610) 435-2947 (home) (mobile)

E-mail Address (optional):

Utility Account Number (from your bill) 799000 8882013348 09

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

Name
Street/P.O. Box
City State Zip

2. Name of Utility or Company (Respondent)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

Verizon Wireless Electric Phone #
JCA 310651
865-598

2013 OCT 11 PM 2:45

RECEIVED

3. Type of Utility Service

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- ELECTRIC
- GAS
- WATER
- STEAM HEAT
- WASTEWATER/SEWER
- TELEPHONE/TELECOMMUNICATIONS (local, long distance)
- MOTOR CARRIER (e.g. taxi, moving company, limousine)

4. Reason for Complaint

What kind of problem are you having with the utility or company? Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. Your complaint may be dismissed without a hearing if you do not provide specific information.

- The utility is threatening to shut off my service or has already shut off my service.
- I would like a payment agreement.
- Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have it/them.

I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.

*Every day for 2 year now my handicapped mother (senior citizen) has had to go off 5-15 times a day every day (except for 3 wks.) in a very long period. See #1 attached*

Other (explain).

(#1)

The speaker of the Senate -  
no resolution so we dropped them  
and ~~went~~ with Verion. Since  
March I've called 50+ times  
with the same situation.

I report myself constantly which  
is frustrating. I finally got in  
touch with Gary Kasher / D #417234

(Pittsburgh office) who agreed it's  
not the remote or wiring, or tv.  
Gary is the technician dept and

he'd check it out & call back  
He did one or 2 times. Said  
when I have problem call and tell  
employees to contact him so that  
I don't have to report myself.

Only one person was able to  
do this situation continuing

the ~~problem~~ wiring our  
tv, ~~the~~ electrical  
wiring, air conditioning or home  
and our health. I thought

can't get much accomplished  
as I'm spending too much time  
turning on a tv. Also, we are deeply  
concerned that this will eventually  
cause an electrical fire!

Note: If your complaint is only about removing or modifying a municipal lien filed by the City of Philadelphia, the Public Utility Commission (PUC) cannot address it. Only local courts in Philadelphia County can address this type of complaint. The PUC can address a complaint about service or incorrect billing even if that amount is subject to a lien.

In addition, the PUC generally does not handle complaints about cell phone or Internet service, but may be able to resolve a dispute regarding voice communications over the Internet (including the inability to make voice 911/E911 emergency calls) or concerns about high-speed access to Internet service.

5. Requested Relief

How do you want your complaint to be resolved? Explain what you want the PUC to order the utility or company to do. Use additional paper if you need more space.

At this point, one year later, I prefer  
~~to~~ financial compensation since our ~~the~~  
electrical wiring, appliances and our  
health are being compromised. If  
I need a hearing or actual court  
session to do it.

We live in a new home and we  
are totally concerned about  
an electrical fire.

We have a dog ~~dog~~ and that  
is very important to us.  
I would like to see.

Note: The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

6. Protection from Abuse

Has a court granted a "Protection from Abuse" order that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Note: You must answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety or welfare?

YES

NO

If your answer to the above question is "yes," attach a copy of the current Protection for Abuse order to this Formal Complaint form.

7. Prior Utility Contact

a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?

YES

NO

Note: If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

YES

NO

Note: You must contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why.

*Everyone but one person, Gary Kessler  
(I'm a guy on July 4th) doesn't understand  
what's happening. Gary gave me his ID #  
& said to ask for him but only 1 person got hold of him.*

Note: Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

8. Legal Representation

If you are filing a Formal Complaint as an individual on your own behalf, you are not required to have a lawyer. You may represent yourself at the hearing.

If you are represented by a lawyer in this matter, provide your lawyer's name, address, telephone number, and e-mail address, if known. Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name \_\_\_\_\_

Street/P.O. Box \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Area Code/Phone Number \_\_\_\_\_

E-mail Address (if known) \_\_\_\_\_

Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are required to have a lawyer represent them at a hearing and to file any motions, answers, briefs or other legal pleadings.

9. Verification and Signature

You must sign your complaint. Individuals filing a Formal Complaint must print or type their name on the line provided in the verification paragraph below and must sign and date this form in ink. If you do not sign the Formal Complaint, the PUC will not accept it.

**Verification:**

1 Christina M. [Signature] hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

[Signature]  
(Signature of Complainant)

September 26, 2013  
(Date)

Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

Note: If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification must be signed by an authorized officer or authorized employee. If the Formal Complaint is not signed by one of these individuals, the PUC will not accept it.

**10. Filing**

You may electronically file your Formal Complaint with the PUC. To do so, you need to establish an account on the PUC's eFiling system, which may be accessed at <http://www.puc.pa.gov/efiling/default.aspx>.

If you do not electronically file your Formal Complaint, mail the completed form (along with any attachments) to one of the addresses listed below:

If using U.S. Postal Service:

If using overnight delivery service:

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105-3265	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 <sup>nd</sup> Floor Harrisburg, Pennsylvania 17120
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Note: Formal Complaints sent by fax or e-mail will not be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your Formal Complaint for your records.

DATE: 10-17-2013 TIME: 04:15 PM IPADDRESS: 172.25.11.119 USER: GBK00

ACCOUNT: 0700953488

NAME: MRS JOHN ZACK

TELEPHONE: 610-435-2947

ADDR: 825 TILGHMAN ST

BUS-PHONE: - -

ALLENTOWN PA 18102-2381

CEL-PHONE: - -

EMAIL:

03-20-2013 11:30 AM MTP00 DELETED PHONE NUMBER 6104352947  
03-01-2013 01:51 PM MRS00 THIS CUST IS DIFFICULT TO WORK WITH. HER NUMBER WAS PORTED OUT  
BCS WE DIDNT RCV A CANCELLATION FROM VERIZON. SHE INSISTS THAT I  
AM LYING TO HER BCS SHE WAS TOLD WE WOULDNT PORT IT OUT. ADVSD WE  
WOULDNT HAVE IF VERIZON WOULD HAVE SENT THE CANCELLATION.  
03-06-2013 03:14 PM NMS00 CONFIRMED WITH JEN DISE AT SET AND ADVSD NEEDS TO CONTACT VERIZON  
REFUSES TECH. SAID CABLE ISSUE. I OFFERED TECH. SHE STARTED  
YELLING AGAIN ITS HGAPPENING EVERYHWERE, IN A HOTEL, IN HER  
HOUSE,...I SAID WHAT IS HAPPENING EVERYWHERE...SHE TOLD ME TO GET  
IT THROUGH MY THICK SYSTEM AND UNDERSTAND SHE DOESNT NEED A TECH,  
WE NEED TO ANSWER WHY ITS HAPPENING E/ERYHWERE...SHE KEPT  
YELLING AND USING ABUSIVE LANGUAGE, I DISC CALL.  
03-06-2013 03:13 PM BMC00 CUSTOMER INQ ABOUT SPEAKING TO SUPERVISOR. TRANSFERRED TO NMS.  
03-06-2013 03:12 PM NMS00 SHE KEPT ASKING ME IF SHE WAS SNOW WHITE???  
03-06-2013 03:11 PM NMS00 CUST SCREAMING AND SOBBING. TRYING TO CALM HER DOWN...SHE IS ALSO  
VERY UPSET AND ABUSIVE TO ME ABOUT SOMETHING VERIZON DID? THIS  
WAS NOT OUR DOING???  
03-06-2013 01:42 PM DLR00 DEBBIE M ADVISED CUST THEY NEED TO CALL VERIZON AND CANCEL THE  
PORT REQUEST OR THEY WILL LOSE DIALTONE  
03-06-2013 09:13 AM MTP00 SENT PORTED PHONE NOTIFICATION  
03-06-2013 02:42 PM CRB00 CUSTOMER REFUSED TO SCHEDULE SERVICE APPOINTMENT WHEN OFFERED.  
WHEN OFFERED, CUSTOMER NOT SATISFIED WITH SERVICE AND WOULD NOT  
ALLOW ME TO EXPLAIN THAT HAVING A TECH BACK OUT TO LOOK INTO  
ISSUE WOULD BE THE ONLY WAY TO RESOLVE ISSUE. CUSTOMER KEPT  
INTERRUPTING AND WOULD NOT ALLOW ME TO EXPLAIN NOR TROUBLESHOOT  
SERVICE ISSUE. ADVISED CUSTOMER WOULD DISC CALL IF SHE DID NOT  
ALLOW ME TO EXPLAIN. SAID SHE WOULD BE LOOKING FOR NEW SERVICE  
AND WOULD CALL BACK EVERYTIME TV DISC DISC CALL.  
02-26-2013 11:12 AM LDS00 CUSTS CALLED SCREAMING HOW BAD OF A COMPANY WE ARE , NOT SURE  
WHAT SHE ACTUALLY CALLED FOR, SAID SHE WAS CALLING CHARLIE DENT  
AND THE PUC, AND WE ARE TRYING TO MAKE HER CRAZY SO SHE MOVES OUT  
OF STATE, I PUT HER ON HOLD FOR A SECOND AND SHE HUNG UP  
02-16-2013 09:10 PM SL300 CUST SAYS NOW SHE JUST HAS A RED LINE GOING THRU HER TV SCREEN...  
WITH NO PIC.. TRIED RESETTING BOX NO CHANGE... SENT INIT AND  
REFRESH TO BOX.. CUST WILL CALL BACK IF THAT DOES NOT HELP.. SAYS  
THAT ITS NOT JUST HER HER NEIGHBOR AND SISTER HAVE THIS PROBLEM  
TOO AND WE SEND SOMEONE OUT AND NO ONE FIXED PROBLEM  
02-07-2013 06:18 PM WSK00 RESET BOX 2 WAY FOR TILING.  
02-08-2013 06:19 PM PMM00 CREDIT GIVEN, CABLE, 602, 25.00  
02-08-2013 02:43 PM PDB00 SENDING TECH OUT TODAY CUST SCREAMING ABOUT CABLE BEING STOLEN  
PER CUST CABLE IS GOING ON AND OFF SCREAMING THROUGH ENTIRE PHONE  
CALL, ADVISED DISPATCH TO NOTIFY TECH ABOUT SERVICE WORK ORDER  
02-08-2013 10:51 AM SEM00 DAUGHTER CALLED YELLING THAT WE NEED TO TAKE CARE OF THIS CABLE  
THEFT FOR ONCE OR SHE WILL DISCON AND GO SOMEWHERE ELSE.  
01-05-2013 01:40 PM CAK00 DON'T KNOW WHAT SHE WANTS, STARTED YELLING ABOUT CABLE KEEPS  
CUTTING OUT, HAPPENS MOSTLY ON WEEKENDS, MAYBE CABLE THEFT. DID  
CANCEL APPT FOR 1/4, GOING TO SCHED AGAIN, SAYS CANNOT BE HOME  
HOME THIS WEEK, YELLING AGAIN, SHOULD HAVE CHECKED IT OUT THE  
FIRST TIME, SAID SHE WILL CALL BACK AND HUNG UP  
01-02-2013 05:14 PM MRG00 SWO: 00039064 01-04-2013 AM BEFORE NOON 0510 C 01-02-2013 PICT  
CUTS OUT REPLACED CONVERTER THIS HAPPENS ONLY ON WEEKENDS  
CUSTOMER CANCELED CUST. DOESN'T NEED TECH TO COME OUT AS OF NOW  
TO INVESTIGATE POSSIBLE CABLE THEFT  
12-21-2012 12:53 PM NMS00 SENT LV RATE INCREASE LETTER - THIS CUSTOMER MAY NOT HAVE  
RECIEVED ONE AS THEY WERE BEING RECONNECTED/INSTALLED AROUND THE  
TIME THE LETTERS WERE BEING SENT.  
12-15-2012 11:33 AM AAT EQUIP REPLACE: OUT: GI4521NA9171, IN: GI4416NC4047, EMP: 5758  
12-08-2012 01:58 PM NNN00 TV KEEPS GOING OVER. WILL SWAP OUT CONV TO MAKE SURE ITS NOT A  
PROBLEM W/IT  
10-19-2012 10:01 AM GXS WANTS TO KNOW "WHAT IS GOING ON?"...CABLE TV IN THE HOME KEEPS  
GOING OUT. SAYS IT IS THE ONE HOOKED UP TO CONVERTER, SAYS SHE

HAD PROBLEM IN PAST W/PEOPLE TAPPING INTO HER CABLE...ADVISED IT IS NOT A CABLE ISSUE, OR OTHER TV IN HER HOME WOULD BE GOING OUT, TRANSFERRED TO REPAIR

04-12-2012 03:24 PM MRS

CUST IS STILL HAVING PROBLEMS WITH HER NUMBER BEING SPOOFED. POLICE DEPT STILL GETTING BOGUS CALLS FROM HER NUMBER.

04-05-2012 09:37 AM JDD

PER CST SOMEONE IS ALWAYS TAPPING INTO HER CABLE RCN HAD THE SAME ISSUE DIRECT TV SAME ISSUE WITH VERIZON .. NOW SHE'S ACCUSING VERIZON OF HACKING INTO HER PHONE LINE OUTSIDE??? CST ACCUSING THE POLICE DEPT. OF NOT HELPING HER... PER MS. ZACK POLICE TOLD HER SOMEONE IS CALLING FROM HER PHONE# AND MAKING FALSE REPORTS BUT HER PHONE UNIT IS INSIDE THE HOME THEREFORE SOMEONE WOULD HAVE TO SPOOFING HER PH# UNLESS SOMEONE IS USING HER PHONE TO DO SO. CST SEEMS LIKE SHE HAS MULTIPLE "ISSUES"

04-05-2012 09:31 AM JDD

CST THINKS SOMEONE IS CONNETING TO HER PHONE BOX.. ADVISED CST THE MTA IS AN INTERNAL UNIT.

04-05-2012 09:30 AM JDD

CST PHONE EQUIPMENT IS INTERNAL MTA IS ON THE INSIDE OF THE HOME.

03-12-2012 02:15 PM TJS

CUST INQ ABOUT ADDING PAY CHNLS.

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CONFIRMED WITH JEN DISE AT SET AND ADVSD NEEDS TO CONTACT VERIZON  
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**SERVICE ELECTRIC**  
610-841-4100 TELEPHONE

4242 Mauch Chunk Rd.  
Coplay, PA 18037



UNITED STATES POSTAGE  
PITNEY BOWES  
02 1P \$ 000.98<sup>0</sup>  
0003181872 APR 09 2014  
MAILED FROM ZIP CODE 18037

Secretary Rosemary Chiavetta  
Commonwealth of Pennsylvania  
Pennsylvania Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

RECEIVED  
2014 APR 11 AM 10:11  
PA.P.U.C.  
SECRETARY'S BUREAU