



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
Office of Administrative Law Judge
P.O. BOX 3265, HARRISBURG, PA 17105-3265
May 18, 2006

PLEASE DOCKET

IN REPLY PLEASE
REFER TO OUR FILE

In Re: C-20066249

(SEE ATTACHED LIST)

Regina Williams v. Verizon Pennsylvania Inc.

Requests payment arrangements.

DOCUMENT
FOLDER

Telephone 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, July 6, 2006

Time: 10:00 a.m.

Presiding: Special Agent Amanda Rumsey
PO Box 3265
Harrisburg, PA 17105-3265
Phone: 717.783.5452
Fax: . 717.787.0481

DOCKETED
JUN 01 2006

The special agent will be presiding as authorized by 52 Pa. Code §56.174.

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 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:

| | |
|-------------------------|--------------|
| Regina Williams | 215.572.1323 |
| Steven K. Haas, Esquire | 717.236.1300 |

If you have any hearing exhibits to which you will refer during the hearing, 3 copies must be sent to the Special Agent and 1 copy each must be sent to every other party. All copies must be received at least 3 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.

Except for those individuals representing themselves, the Commission's rules require that all parties have an attorney; therefore, you should have an attorney of your choice file an entry of appearance before the scheduled hearing.

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 (2) two business days prior to your hearing:

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

pc: SA Rumsey
Dawn Reitenbach
Beth Plantz
Docket Section
Calendar File



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
Office of Administrative Law Judge
P.O. BOX 3265, HARRISBURG, PA 17105-3265
May 22, 2006

IN REPLY PLEASE
REFER TO OUR FILE

In Re: C-20066249

(SEE LETTER DATED 5/18/06)

DOCUMENT
FOLDER

DOCKETED
JUN 02 2006

Regina Williams v. Verizon Pennsylvania Inc.

Requests payment arrangements.

Corrected Telephone Hearing Notice

This is to inform you that the notice dated May 18, 2006 on the above-captioned case contained incorrect information. The purpose of this notice is to correct that information. All corrections are double underlined.

The hearing will be held as follows:

Type: Initial Telephonic Hearing
Date: Thursday, July 6, 2006
Time: 2:00 p.m.
Presiding: Special Agent Amanda Rumsey
PO Box 3265
Harrisburg, PA 17105-3265
Phone: 717.783.5452
Fax: 717.787.0481

RECEIVED
2006 MAY 23 AM 11:07
PA P.U.C.
SECRETARY BUREAU

The judge will be presiding as authorized by 52 Pa. Code §56.174.

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 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:

| | |
|-------------------------|--------------|
| Regina Williams | 215.572.1323 |
| Steven K. Haas, Esquire | 717.236.1300 |

If you have any hearing exhibits to which you will refer during the hearing, 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 3 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.

Except for those individuals representing themselves, the Commission's rules require that all parties have an attorney; therefore, you should have an attorney of your choice file an entry of appearance before the scheduled hearing.

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 (2) two business days prior to your hearing:

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

pc: SA Rumsey
Dawn Reitenbach
Beth Plantz
Docket Section
Calendar File

5-22-06

RECEIVED
OFFICE OF C.A.L.J.

06 JUN 19 AM 9:27

Re: Regina Williams
Dear Ms. Rumsley

PA PUC

I am writing in regards to my
aunt. I pay any and all her
bills. She was homeless for a
year, until I located her -
She is a Vietnam Veteran who
receives no help from the gov't.
She is Bipolar w/ medicine &
alcoholic; cannot possibly hold
down a job. I help her, because
she paid for my College over
50 years ago. I've enclosed a
copy of the money order. I do
not claim her on Taxes. Also,
I'm willing to pay this bill.
I have my own family. I could
pay \$100 a month if this can't
be settled.

Sincerely,

B. Joyce Wms.

MONTHLY BUDGET INFORMATION

Customer's Name: Regina Williams

Date: May 22, 2006

Name of Utility: Verizon Pennsylvania, Inc.

P.U.C. Docket No.: C-20066249

Hearing Date: July 6, 2006

Presiding Officer: Special Agent Amanda N. Rumsey

Monthly Household Income

Amount

(Include gross income from all adults living in your home.)

| | |
|--------------------------------------|-----------------|
| Salaries, wages & tips | \$ - 0 - |
| Public assistance | — |
| Social security or SSI | — |
| Alimony | — |
| Child support | — |
| Pension | — |
| Retirement benefits | — |
| Unemployment compensation | — |
| Workers' compensation | — |
| Food stamps | — |
| Other income (List source & amount): | |
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |
| Total: | \$ - 0 - |

See Attached Ltr.

(IMPORTANT: COMPLETE EXPENSE INFORMATION ON NEXT PAGE.)

PLEASE DOCKET

RECEIVED
OFFICE OF C.A.L.J.

6-14-06

06 JUN 19 AM 9:27

Dear Madame/Sir PA PUC

Enclosed is a new money order for \$716.00 for my phone bill. This is the second time paying this bill. I am having cancer treatments in Mexico. I am over paying any bills, not showing when I shall get back home at times. I had a fire in my home, lost important documents, the \$500.00 money order receipt; was no doubt lost. I look forward to phone interview.

Sincerely,
Regina Wm

Hawke
 McKeon
 Sniscak &
 Kennard LLP
ATTORNEYS AT LAW

William T. Hawke
Kevin J. McKeon
Thomas J. Sniscak
Norman James Kennard
Lillian Smith Harris
Scott T. Wyland
Todd S. Stewart
Craig R. Burgraff

Steven D. Snyder
Janet L. Miller
Steven K. Haas
William E. Lehman
Rikardo J. Hull
Katherine E. Lovette
Amy A. Whitney

100 North Tenth Street, Harrisburg, PA 17101 Phone: 717.236.1300 Fax: 717.236.4841 www.hmsk-law.com

June 29, 2006

Amanda N. Rumsey, Special Agent
Pennsylvania Public Utility Commission
P. O. Box 3265
Harrisburg, PA 17105-3265

RECEIVED
OFFICE OF CAL.J.
06 JUN 29 PM 2:37
PA PUC

RE: Regina Williams v. Verizon Pennsylvania Inc.; Docket No. C-20066249;
IDENTIFICATION OF HEARING WITNESS / HEARING EXHIBITS

Dear Special Agent Rumsey:

Enclosed with this letter are three (3) copies each of three (3) documents that I intend to refer to and attempt to introduce on behalf of Verizon Pennsylvania Inc. ("Verizon PA") during the upcoming telephonic hearing in the above-captioned proceeding. As indicated below, I have sent copies of these documents to Ms. Williams.

The documents are as follows:

Verizon PA Exhibit No. 1 – a copy of a letter, dated November 15, 2005, that describes the settlement terms that resolved the Complainant's previous Formal Complaint at Docket No. F-01861653;

Verizon PA Exhibit No. 2 – an account summary for Ms. Williams's Verizon PA account, from October 2005 (the bill that was current at the time the settlement agreement was established) through June 2006; and

Verizon PA Exhibit No. 3 – a copy of the BCS's decision from Ms. Williams's most recent informal complaint. This decision, dated March 1, 2006, was issued in response to an informal complaint submitted by Ms. Williams following the establishment of the settlement agreement from her previous Formal Complaint.

**DOCUMENT
FOLDER**

Special Agent Amanda N. Rumsey
June 29, 2006
Page 2

In item number 11(c) of your May 22, 2006 Prehearing Order, you asked for a brief summary of payment arrangements made between the company and Ms. Williams. By way of response, there have been no arrangements established since the settlement arrangement described in Verizon PA Exhibit No. 1.

Verizon PA's witness for the upcoming telephonic hearing will be Wendy Kaminski. Ms. Kaminski and I will be at different locations for the hearing. She may be contacted at (412) 497-0171. I may be contacted at (717) 236-1300.

Thank you for your attention to these matters. Please contact me at the above-listed number with any questions you may have.

Sincerely,



Steven K. Haas
Counsel to Verizon Pennsylvania Inc.

SKH/kml

Enclosures

cc: Regina Williams
Wendy Kaminski

7-6-06

PLEASE DOCKET

Dear Ms. Runsey
Mr. Hoas,

my sincere apology for
my aunt, Mrs. Reynolds, MS
not being available
7-6-06 IDA. She tried to
commit suicide again.

Please send me all
correspondence, as I will
be personally will be
responsible for this. I'll
may we have another
hearing date.

Sincerely,
Jayce Wms.

DOCUMENT
FOLDER

RECEIVED

JUL 13 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

RECEIVED
OFFICE OF C.A.L.J.
06 JUL 12 AM 8:57
PA PUC

Chapter 56 Hearing Report

Please Check Those Blocks Which Apply

| | | | | |
|----------------|---|-------------------------|--|-------------------------------------|
| Docket No.: | C-20066249 | | YES | NO |
| | | Prehearing Held: | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Case Name: | Regina Williams v. Verizon Pennsylvania, Inc. | Hearing Held: | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| | | Testimony Taped: | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| | | Transcript Due: | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| | | Hearing Concluded: | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Location: | Harrisburg | Further Hearing Needed: | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| | | Estimated Add'l Days: | | |
| Date: | July 6, 2006 | | | |
| | | RECORD CLOSED: | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Special Agent: | SA Amanda N. Rumsey | DATE: | 7/6/06 | |
| | | Briefs to be Filed: | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| | | DATE: | | |
| | | Bench Decision: | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| | | REMARKS: | <i>Complainant failed to appear.</i> | |

RECEIVED DOCUMENT FOLDER

JUL 10 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S OFFICE

PLEASE PRINT CLEARLY - Incomplete Information may result in delay of processing.

| Name and Telephone Number | Address | Who are you representing? | | | | |
|---------------------------|---|---------------------------|-------|-------|-----|-------------------|
| <i>Steven Head</i> | <i>100 N. 10th St.</i> | <i>Verizon PA</i> | | | | |
| | <table style="width: 100%; border: none;"> <tr> <td style="width: 33%; text-align: center; font-size: small;">City</td> <td style="width: 33%; text-align: center; font-size: small;">State</td> <td style="width: 33%; text-align: center; font-size: small;">Zip</td> </tr> <tr> <td style="text-align: center;"><i>Harrisburg</i></td> <td style="text-align: center;"><i>PA</i></td> <td style="text-align: center;"><i>17101</i></td> </tr> </table> | | City | State | Zip | <i>Harrisburg</i> |
| City | State | Zip | | | | |
| <i>Harrisburg</i> | <i>PA</i> | <i>17101</i> | | | | |
| Telephone: | E-mail Address: | Fax Number: | | | | |
| | | | | | | |
| | <table style="width: 100%; border: none;"> <tr> <td style="width: 33%; text-align: center; font-size: small;">City</td> <td style="width: 33%; text-align: center; font-size: small;">State</td> <td style="width: 33%; text-align: center; font-size: small;">Zip</td> </tr> </table> | City | State | Zip | | |
| City | State | Zip | | | | |
| Telephone: | E-mail Address: | Fax Number: | | | | |
| | | | | | | |
| | <table style="width: 100%; border: none;"> <tr> <td style="width: 33%; text-align: center; font-size: small;">City</td> <td style="width: 33%; text-align: center; font-size: small;">State</td> <td style="width: 33%; text-align: center; font-size: small;">Zip</td> </tr> </table> | City | State | Zip | | |
| City | State | Zip | | | | |
| Telephone: | E-mail Address: | Fax Number: | | | | |

Check this box if additional parties or attendees appear on back of form.

Note: Completion of this form does not constitute an entry of appearance, see 52 Pa. Code §§1.24 and 1.25.



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
Office of Administrative Law Judge
P.O. BOX 3265, HARRISBURG, PA 17105-3265
(717) 783-5452

IN REPLY PLEASE
REFER TO OUR FILE

July 6, 2006

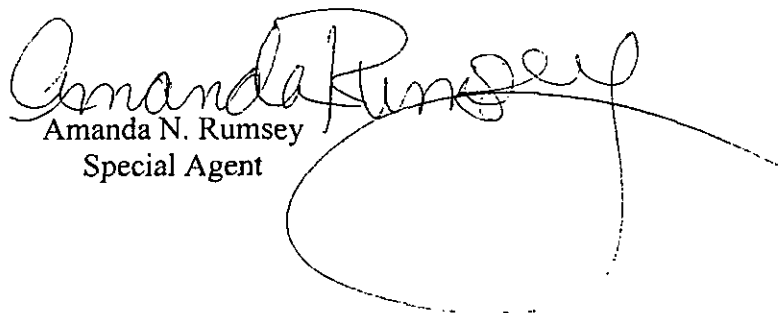
Regina Williams
7644 Massey Way, Apt. A
Elkins Park, PA 19027-1010

Re: Regina Williams v. Verizon Pennsylvania, Inc.
Docket No.: C-20066249

Dear Ms. Williams:

Enclosed please find MoneyGram No. 48225259280 in the amount of \$25.00 which I am returning to you. This money order was included among other documents in a letter sent to me by Joyce Williams on received July 3, 2006. I cannot accept payments on behalf of Verizon Pennsylvania, Inc. To ensure that this amount is credited to your account, you should send payment directly to Verizon.

Very truly yours,


Amanda N. Rumsey
Special Agent

pc: Steven K. Haas, Esq.

THE FRONT OF THE DOCUMENT HAS A MICRO-PRINT AMOUNT BOX AND THERMOCHROMIC. ABSENCE OF THESE FEATURES WILL INDICATE A COPY.

75-1618
919

MoneyGram
Money Orders

INTERNATIONAL MONEY ORDER

06/30/2006

PAY TO THE
ORDER OF /
PAGAR A LA
ORDEN DE:

*Vernon
Reginald Williams*

IMPORTANT SEE BACK BEFORE CASHING

7644A Massena Way

PURCHASER, SIGNER FOR DRAWER / COMPRADOR, FIRMA DEL LIBRADOR
PURCHASER, BY SIGNING YOU AGREE TO THE SERVICE CHARGE AND OTHER TERMS ON THE REVERSE SIDE

ADDRESS /
DIRECCION:

PA 19027

Payable through
Citizens State Bank
of Clara City
Clara City, MN

ISSUER / DRAWER:
MONEYGRAM PAYMENT SYSTEMS, INC.

MONEY ORDER 2605

PAY ONLY THIS AMOUNT

*****2500RS

TWENTY-FIVE ****
DOLLARS 00 CENTS
AMOUNT IN WORDS

TO AUTHENTICATE RUB CIRCLE
PARA AUTENTICAR RESTREGAR EL CIRCULO



Search

UPS United States

Shipping Tracking Support Business Solutions

Tracking

Log-In User ID: Password: | Forgot Password

Register

- [Track by Tracking Number](#)
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- [Track by Freight Shipment Reference](#)
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- [Sign Up for Signature Tracking](#)
- [Void a Shipment](#)
- [Help](#)

Track by Tracking Number

View Details

Status: Delivered
Delivered on: 07/24/2006 9:38 A.M.
Signed by: DOVE
Location: DOCK
Delivered to: US
Shipped or Billed on: 07/07/2006

Tracking Number: 1Z EW9 649 24 5406 551 2
Service Type: NEXT DAY AIR

Package Progress:

| Location | Date | Local Time | Activity |
|--------------------|------------|------------|---|
| HARRISBURG, PA, US | 07/24/2006 | 9:38 A.M. | DELIVERY |
| HARRISBURG, PA, US | 07/23/2006 | 12:06 P.M. | DESTINATION SCAN |
| HORSHAM, PA, US | 07/21/2006 | 8:34 P.M. | AS REQUESTED BY THE CUSTOMER, THE RECEIVER WILL PICKUP AT A UPS FACILITY WITHIN 5 BUSINESS DAYS;RETURNED TO THE SENDER. THE PACKAGE WAS NOT PICKED UP AS ARRANGED |
| HORSHAM, PA, US | 07/11/2006 | 10:08 A.M. | AS REQUESTED BY THE CUSTOMER, THE RECEIVER WILL PICKUP AT A UPS FACILITY WITHIN 5 BUSINESS DAYS |
| | 07/11/2006 | 8:32 A.M. | AS REQUESTED BY THE CUSTOMER, THE RECEIVER WILL PICKUP AT A UPS FACILITY WITHIN 5 BUSINESS DAYS |
| | 07/11/2006 | 8:02 A.M. | AS REQUESTED BY THE CUSTOMER, THE RECEIVER WILL PICKUP AT A UPS FACILITY WITHIN 5 BUSINESS DAYS |
| HORSHAM, PA, US | 07/10/2006 | 10:28 P.M. | A DELIVERY CHANGE REQUEST FOR THIS PACKAGE WILL BE PROCESSED;AS |

REQUESTED, THE RECEIVER WILL PICKUP AT
A UPS FACILITY AT THEIR CONVENIENCE.
THIS MUST BE WITHIN 5 BUSINESS DAYS

| | | | |
|-----------------------|------------|------------|---|
| | 07/10/2006 | 4:33 P.M. | THE RECEIVER WAS UNAVAILABLE TO SIGN ON THE 1ST DELIVERY ATTEMPT. A 2ND DELIVERY ATTEMPT WILL BE MADE |
| | 07/10/2006 | 10:21 A.M. | THE RECEIVER WAS UNAVAILABLE TO SIGN ON THE 1ST DELIVERY ATTEMPT. A 2ND DELIVERY ATTEMPT WILL BE MADE |
| | 07/10/2006 | 6:02 A.M. | OUT FOR DELIVERY |
| | 07/10/2006 | 5:30 A.M. | OUT FOR DELIVERY |
| HORSHAM, PA, US | 07/08/2006 | 1:10 A.M. | ARRIVAL SCAN |
| HARRISBURG, PA, US | 07/07/2006 | 11:20 P.M. | DEPARTURE SCAN |
| | 07/07/2006 | 7:22 P.M. | ORIGIN SCAN |
| US | 07/07/2006 | 3:23 P.M. | BILLING INFORMATION RECEIVED |

Tracking results provided by UPS: 07/24/2006 1:58 P.M. Eastern Time (USA)

NOTICE: UPS authorizes you to use UPS tracking systems solely to track shipments tendered by or for you to UPS for delivery and for no other purpose. Any other use of UPS tracking systems and information is strictly prohibited.

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

C-20066249

IN REPLY PLEASE
REFER TO OUR FILE

July 24, 2006

PLEASE DOCKET

DOCUMENT
FOLDER

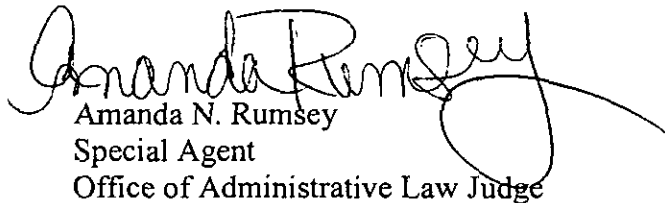
Regina Williams
7644 Massey Way, Apt. A
Elkins Park, PA 19027-1010

RE: Regina Williams v. Verizon Pennsylvania, Inc.
Docket No.: C-20066249

Dear Ms. Williams:

Enclosed is the letter dated July 6, 2006 transmitting MoneyGram No. 48225259280 in the amount of \$25.00 which was returned to our office on July 24, 2006 since it was not picked up at UPS as previously arranged. For your reference, enclosed is the UPS tracking report.

Sincerely,


Amanda N. Rumsey
Special Agent
Office of Administrative Law Judge

ANR:jld

Enclosures

pc: Steven K. Haas, Esquire (w/enc.)

OFFICE OF C.A.L.J.
06 JUL 24 PM 4:08
PA PUC

Act 294

Case Identification:

C-20066249; Regina Williams v. Verizon PA, Inc.

Initial Decision By:

**DOCUMENT
FOLDER**

Amanda N. Rumsey, Special Agent

Deadline for Return to OSA:

August 14, 2006

This decision has not been reviewed by OSA.

DOCKETED * * * * *
AUG 17 2006

2006 AUG 16 PM 3:32
OFFICE OF SPECIAL
ASSISTANTS

RECEIVED

I want full Commission review of this decision.

Commissioner

Date

2006 AUG 17 AM 11:12
PA P.U.C.
SECRETARY'S BUREAU

RECEIVED

I do not want full Commission review of this decision.

Spindel & Spindel

8/16/06

Commissioner

Date

DOCUMENT FOLDER

Act 294

Case Identification:

C-20066249; Regina Williams v. Verizon
PA, Inc.

Initial Decision By:

Amanda N. Rumsey, Special Agent

Deadline for Return to OSA:

August 14, 2006

This decision has not been reviewed by OSA.

RECEIVED
2006 AUG 15 PM 2:24
OFFICE OF SPECIAL
ASSISTANTS

* * * * *

I want full Commission review of this decision.

Commissioner

Date

I do not want full Commission review of this decision.

James H. Cawley

Commissioner

8/15/06

Date

Dave

Act 294

Case Identification:

C-20066249; Regina Williams v. Verizon PA, Inc.

Initial Decision By:

Amanda N. Rumsey, Special Agent

Deadline for Return to OSA:

August 14, 2006

This decision has not been reviewed by OSA.

RECEIVED
2006 AUG 14 PM 4:37
OFFICE OF SPECIAL ASSISTANTS

* * * * *

I want full Commission review of this decision.

Commissioner

Date

I do not want full Commission review of this decision.

Bill Shaw / DB

Commissioner

8/7/2006

Date

Act 294

Case Identification:

C-20066249; Regina Williams v. Verizon PA, Inc.

Initial Decision By:

Amanda N. Rumsey, Special Agent

Deadline for Return to OSA:

August 14, 2006

This decision has not been reviewed by OSA.

RECEIVED
2006 AUG 14 PM 4:37
OFFICE OF SPECIAL
ASSISTANTS

* * * * *

I want full Commission review of this decision.

Commissioner

Date

I do not want full Commission review of this decision.

Kim Fitzgerald

Commissioner

8/10/2006

Date

Act 294

Case Identification:

C-20066249; Regina Williams v. Verizon
PA, Inc.

Initial Decision By:

Amanda N. Rumsey, Special Agent

Deadline for Return to OSA:

August 14, 2006

RECEIVED
2006 AUG 14 PM 3:38
OFFICE OF SPECIAL
ASSISTANTS

This decision has not been reviewed by OSA.

* * * * *

I want full Commission review of this decision.

Commissioner

Date

I do not want full Commission review of this decision.

Terrance J. Fitzgerald

Commissioner

8/14/06

Date

DATE: August 30, 2006

SUBJECT: C-20066249

TO: Office of Administrative Law Judge
Susan Hoffner

FROM: James J. McNulty
Secretary
nvl

DOCUMENT
FOLDER

REGINA WILLIAMS

VS

VERIZON PENNSYLVANIA INC

The Initial Decision has been served upon all parties of interest.

Neither exceptions nor requests for review from the Commissioners have been received by the Commission. This matter is referred to your office for whatever action you deem necessary.

cc: Office of Special Assistants

DOCKETED
AUG 31 2006

P.S. Please note that exceptions or reply exceptions may come in timely with certificates of mailings. A second memo will not be released for these exceptions.