

Suzan DeBusk Paiva  
Assistant General Counsel



1717 Arch Street, 3 East  
Philadelphia, PA 19103

Tel: (215) 466-4755  
Fax: (215) 563-2658  
[Suzan.D.Paiva@Verizon.com](mailto:Suzan.D.Paiva@Verizon.com)

November 10, 2015

**VIA ELECTRONIC FILING**

Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street, 2<sup>nd</sup> Floor  
Harrisburg, PA 17120

Re: Petition of Communications Workers of America for a Public,  
On-the-Record Commission Investigation of the Safety, Adequacy, and  
Reasonableness of Service Provided by Verizon Pennsylvania LLC  
Docket No. P-2015-2509336

Dear Secretary Chiavetta:

Enclosed please find the Answer of Verizon Pennsylvania LLC ("Verizon") to the  
Petition of the Communications Workers of America, in the above reference matter.

Please do not hesitate to contact me if you have any questions.

Very truly yours,

  
Suzan D. Paiva

SDP/slb  
Enc.

**Via E-Mail and First Class Mail**  
cc: Attached Certificate of Service

**CERTIFICATE OF SERVICE**

I, Suzan D. Paiva, hereby certify that I have this day served a copy of Verizon's Answer to the Petition of the Communications Workers of America, upon the participants listed below in accordance with the requirements of 52 Pa. Code Section 1.54 (related to service by a participant) and 1.55 (related to service upon attorneys).

Dated at Philadelphia, Pennsylvania, this 10<sup>th</sup> day of November, 2015.

**VIA E-MAIL AND FIRST CLASS U.S. MAIL**

Scott J. Rubin, Esquire  
Counsel for CWA  
333 Oak Lane  
Bloomsburg, PA 17815

Darryl Lawrence, Esquire  
Lauren Burge, Esquire  
Office of Consumer Advocate  
555 Walnut Street, 5<sup>th</sup> Floor  
Harrisburg, PA 17101-1923

John R. Evans, Small Business Advocate  
Office of Small Business Advocate  
Suite 202, Commerce Building  
300 North Second Street  
Harrisburg, PA 17101

Johnnie E. Simms, Esquire  
Bureau of Investigation & Enforcement  
PA Public Utility Commission  
Commonwealth Keystone Bldg  
400 North Street  
Harrisburg, PA 17105-3265



Suzan D. Paiva  
Pennsylvania Bar ID No. 53853  
1717 Arch Street, 3<sup>rd</sup> Floor  
Philadelphia, PA 19103  
(215) 466-4755

Attorney for Verizon Pennsylvania LLC

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Petition of Communications Workers of :  
America for a Public, On-the-Record :  
Commission Investigation of the Safety, : Docket No. P-2015-2509336  
Adequacy, and Reasonableness of Service :  
Provided by Verizon Pennsylvania LLC :

**ANSWER OF VERIZON PENNSYLVANIA LLC TO  
THE PETITION OF THE COMMUNICATIONS WORKERS OF AMERICA**

Verizon Pennsylvania LLC (“Verizon PA”) has a demonstrated record of good service to its customers in Pennsylvania. Even with new technologies and new providers dominating the market, there has been no decline in the quality of Verizon PA’s wireline services. The Commission already knows this, based on the information collected in its service monitoring role. Verizon PA has invested billions of dollars in its wireline network in recent years; it has continued to meet and exceed the Commission’s service quality standards; and the number of customer complaints (the best barometer of Verizon PA’s ability to meet customer expectations) has declined to a fraction of previous levels, even when adjusted for line loss.

The Communications Workers of America (“CWA”), the labor union representing service technicians and other employees, filed this petition to use the Commission to pursue its parochial interests in ongoing labor negotiations with Verizon PA and its affiliates. The petition is straight out of the CWA’s announced labor negotiation playbook, which calls on members to “build political and regulatory pressure on the company” and to “pressure company executives and members of the Board of Directors” as a negotiation strategy.<sup>1</sup> But, as discussed in more detail below, the contents of the petition lack any meaningful substance. The petition’s request for an unnecessary investigation would be a wasteful fishing expedition in search of headlines

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<sup>1</sup> <http://standuptoverizon.com/> (see attached printout).

and publicity to be exploited in labor contract discussions. The Commission should not countenance such a blatant and insincere attempt to use its limited resources as a pawn in a labor negotiation.

As the Commission knows through its monitoring role, Verizon PA maintains its network in good condition and in accordance with the Commission's standards of safety and reliability. Verizon PA has made significant investments in network infrastructure and has established as a top priority the maintenance of a safe network that provides high-quality service in all areas of its territory, both those where it has deployed fiber-to-the-premises and in areas where it serves customers over copper facilities. The Commission is fully capable of continuing to monitor Verizon PA's service quality and customer satisfaction under existing rules and programs and should dismiss the CWA's petition without further proceedings.

Pursuant to 52 Pa. Code § 5.61(e), Verizon answers CWA's petition as follows.

**A. Information Collected by the Commission Shows Verizon PA Provides "Reasonable and Adequate Service."**

In the midst of labor negotiations, the CWA claims to have launched what it describes as an "investigation" of "the conditions at VZPA under which its members work." (Petition ¶ 7). CWA presents a few anecdotal claims of poles and terminals in undisclosed locations alleged to be damaged or in poor repair and, of course, concludes that Verizon PA is not spending enough money and is not employing enough workers. But the Commission already monitors Verizon PA's service and operations in several different ways, and the objective data it reviews demonstrates that there is no need for the investigation demanded by CWA.

First, the Commission monitors financial aspects of Verizon PA's operations, including annual expenditures on network maintenance. The Commission thus already knows that Verizon PA has consistently made significant investments in the maintenance of its wireline network and

continues to do so today. Verizon PA has invested heavily – both capital and operating expenses – in inspection, repair, and replacement of its outside plant to improve reliability and availability of services to consumer and business customers. Verizon PA’s outside plant is in good condition and provides safe, reliable service to customers. Verizon PA’s annual financial reports include its operating expenses for each year. One of the required line items within that category is “plant specific expense” (income statement line 8), which includes the expense for maintaining the fiber and copper outside plant, as well as switch and building maintenance and some other costs. From 2008 through 2014, Verizon PA spent over \$6 billion in plant specific expense and the annual amount of spending has continued to average almost a billion dollars per year.

Second, the Commission’s regulations require Verizon PA to meet certain standards of service. Some, such as the requirement to have fewer than 5.5 customer trouble reports per 100 lines per month, are enforced through surveillance level reporting, in which Verizon PA must report if it misses the standard. 52 Pa. Code § 63.57(f). Because Verizon PA has consistently met or exceeded the Commission’s customer trouble report standard, it has not had to file such a report.

Third, the Commission plans a detailed review of Verizon PA’s service quality for two years following its reclassification of certain wire centers as competitive earlier this year. This monitoring will compare certain aspects of performance in the competitive wire centers versus noncompetitive wire centers (mostly copper-only areas). Verizon will report metrics that it has not previously reported, including repeat troubles, out of service duration and average installation intervals.<sup>2</sup> The Commission explained that:

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<sup>2</sup> *Joint Petition of Verizon Pennsylvania LLC and Verizon North LLC for Competitive Classification of All Retail Services in Certain Geographic Areas and for a Waiver of Regulations for Competitive Services*, Docket No. P-2014-2446303-04 (Opinion and Order entered September 11, 2015) at 12 and 13.

[W]e have retained jurisdiction over quality of service standards that address the safety, adequacy, reliability, and privacy of telecommunications services and the ordering, installation, suspension, termination, and restoration of any telecommunication service. . . . We believe, at this time, that the combination of aggregate reporting and retention of service quality enforcement is sufficient to protect the public interest and to examine the effects of the *Reclassification Order* over the next two years in anticipation of our proposed rulemaking.<sup>3</sup>

Verizon did not agree that such a detailed review was necessary, particularly in areas that the Commission found to be competitive. But the Commission's plans to conduct such a review render CWA's call for yet another investigation even more unfounded.

**B. CWA's Selective Pictures of Particular Facilities at Undisclosed Locations Are Misleading.**

Perhaps recognizing the overwhelming data demonstrating Verizon PA's high levels of service quality, CWA resorts to devoting almost half of its pleading to present about 25 photographs of poles and terminals from unidentified locations and unspecified time periods that it claims represents a state of disrepair. To state the obvious, the locations photographed by the CWA represent a tiny fraction of Verizon PA's facilities, which presumably the CWA did not randomly select. Verizon PA has a vast network of central offices, interoffice transport facilities, and outside plant – including feeder and distribution facilities, remote terminals, digital loop carriers, poles, ducts and conduits. For example, Verizon PA has facilities attached to more than 1.5 million poles in its territory. It has more than a million terminals and over 50 million miles of cable.

In any event, the photographs cannot be used to draw any logical conclusions about the state of Verizon PA's network as a whole. It is not surprising that from time to time some of Verizon PA's poles and other facilities would be damaged from weather, accidents, vandalism, and normal wear and tear. Nor is it surprising that Verizon PA would be in the process of

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<sup>3</sup> *Id.* at 10-11.

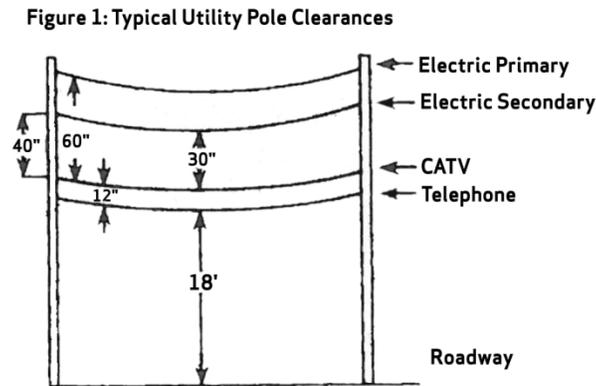
replacing equipment or moving facilities to a new pole. And if some of the photograph show jobs left in a state that is not aesthetically pleasing, they were most likely left that way by a CWA-represented worker. None of the situations depicted in the photographs presents an immediate safety and/or reliability risk and none was known to be service affecting for any Verizon PA customer.

And then there is the misleading way that the CWA presents the photographs. CWA claims that the issues it identified are plainly visible to the public, but this Commission has had very few complaints about the safety or aesthetics of Verizon PA's poles and other facilities. And when Verizon PA tried to research the facts and circumstances behind the pictures, the dearth of information disclosed by CWA about the locations of the pictures (beyond generally stating the counties in which they were taken) made it difficult and in some cases impossible for Verizon PA to identify the facilities involved and investigate CWA's claims. That fact alone raises suspicions about the sincerity of CWA's claims. Those suspicions are confirmed upon examination of the locations that Verizon was able to identify.

**i. Double Poles**

As a general matter, the presence of "double poles" is a normal part of the process of replacing an old pole to which multiple entities have attached facilities. The process starts when a pole owner (often, a utility company and not Verizon) decides to replace an old pole with a new one. This replacement might be done to install a larger pole to support more robust electric facilities (as appears to be the case in the picture on page 6 of the petition) or to replace an old pole that has been damaged through normal wear and tear or by an accident. Replacing a pole requires cooperation among the pole owner and all of the different utilities and other entities that have facilities attached to the pole. Poles thus are not typically replaced at once but through a series of steps. The process is specifically designed and followed to ensure the safety of

personnel that are performing work for companies with attached facilities. Below is a diagram of the typical placement of different types of facilities on a pole:



When it is time to replace the pole, the first step is for the pole owner to have a pole crew place a new pole near or next to the old one. Each utility must then be notified to transfer its facilities from the old pole to the new pole in order, starting from the top down. Electric facilities must always be moved first. Cable facilities must be moved next, and telephone facilities are normally last. The old pole cannot be removed until all facilities are removed from it. Removal is typically governed by the joint use or joint ownership agreement between the power and telephone companies so that either the pole owner must return and remove the pole at the end or the final party to remove its facilities removes the pole.

It is thus not surprising that CWA representatives driving around the counties would find some poles among the over 1.5 million poles used by Verizon PA in its territory that are in the process of being replaced. But just because a double pole is present does not mean that it has been in that condition for an unreasonably long time, nor does it mean that the location is unsafe, nor does it mean that Verizon PA is responsible for the double pole. And even if Verizon PA's facilities are still attached to the old pole, this does not mean Verizon PA is holding up completion of the process as other facilities may still be above Verizon PA's and Verizon PA has

to wait its turn to transfer facilities and must be notified by the pole owner when it is time to do so.

For example, Verizon PA was able to identify both of the double poles depicted on page 7 of the petition. The picture on the top is of a pole in Berks County, owned by Verizon PA. There are still third-party facilities attached to the old pole above Verizon PA's that must be moved before Verizon PA can transfer its facilities and have the pole removed. Verizon PA is arranging to have those facilities moved and expects all work to be completed by November 20, 2015. Similarly, the picture at the bottom of page 7 is of a pole owned by PPL at Hummel Avenue at the 581 Overpass in Camp Hill, PA. Cable company facilities must be moved before Verizon PA can transfer its facilities. PPL has notified the cable company of the need for transfer. Verizon PA is also investigating whether it would be possible for Verizon move the facilities for the cable company to expedite removal of this old pole. These poles in the process of being moved do not present a safety hazard.

Verizon PA was not able to locate all of the small pieces of pole presented in the pictures at page 9 of the petition, but it did identify one as being in Washington County at the corner of Bellwalt and Circle Drive, Cannonsburg. PPL owns this pole. Verizon moved its facilities on October 27, but there are still cable facilities on that dangling piece that must be transferred before PPL can remove it, as depicted in the after photo below. The cable company has been notified of the need to move its facilities. Verizon PA does not normally leave a small portion of the pole secured to the strand when it is the pole owner, but it understands that power companies sometimes take this approach with poles that have third party attachments. The remaining piece of the pole is secured by the cable strand and does not present a hazard. While the piece is secured, each company with attached facilities has the opportunity to safely transfer its facilities.

As depicted in the picture below, Verizon was able to safely transfer its facilities and the piece of pole remains secured waiting for the other companies' attachments to be moved and PPL to remove the piece of pole.

**CWA picture petition at 9**



**Verizon picture after facilities removed  
PPL notified to remove pole piece**



Verizon PA has also identified the location of the triple pole depicted on page 12 of the Petition as Route 329 in Northampton, Lehigh County. Although the poles are owned by Verizon PA, there are still third party facilities above Verizon PA that need to be moved before Verizon can take any action. Verizon has notified those companies with attached facilities to move them immediately and expects all of the work to be complete by November 20, 2015.

**ii. Cables and Terminals**

Verizon PA maintains more than 50 million miles of cable and over 1.5 million terminals in its territory. CWA's selective pictures of a few unattached terminals do not demonstrate any far reaching problem. These conditions are unlikely to be service affecting or they would have been reported by customers as service issues. And if a terminal were left dangling in an unsightly condition, the person who left it that way was most likely a CWA-represented

employee who should have removed the old terminal if it was no longer used, or secured it if used.

Verizon PA was able to identify the picture on page 10 as Cole and Meade Streets in Wilkes-Barre, Luzerne County. This was an unused cable and terminal that was not actively serving customers and should have been removed by the technician. Verizon PA has since removed them, as shown below:

**CWA picture petition at 10**



**Verizon picture, dead cable and terminal removed**



Verizon was also able to identify the picture on the bottom of page 11 of the petition as South Lime Street in Lancaster, Pennsylvania. This is a location where PPL had installed a new pole and Verizon's terminal needed to be attached to the new pole. Verizon PA completed the work to move and secure the terminal and the old PPL pole has been removed, as shown below.

**CWA picture petition at 11**



**Verizon pictures after VZ work completed, And PPL pole removed, 11/5/15.**



**iii. Cabinets and Terminals**

On page 13 of the petition, CWA presents four photos of cabinets that appear to be scratched and dented. Again, these issues are not likely to be service affecting or they would have been brought to Verizon PA's attention by customer trouble reports. Verizon PA has tens of thousands of such equipment boxes out in the field, the vast majority of which are in good condition. CWA's photographs represent at most only a tiny fraction of the boxes.

Verizon PA was able to identify two of these locations. The photo at top left of page 13 of the petition is a damaged box that is not used to serve customers. Verizon PA had previously buried the cable and placed it in a pedestal, which presents a smaller profile above ground. Verizon PA has removed the dead cable and damaged box as shown in the final picture below. CWA's photograph was taken from an angle that blocked the new pedestal that is actively serving the customers, although it would have been readily apparent to the photographer, as seen in Verizon's photo on the top right, below:

**CWA's picture of only the unused, damaged box**



**Verizon's picture showing box and pedestal**



**Verizon picture, current site after unused box removed**



The photo at bottom left on page 13 of the petition is of a box on Moose Run road in Centre County dented in a car accident. This issue also is not hazardous or service affecting. As seen in Verizon PA's picture taken from a different angle, the dent was not large and the door of the cabinet was still flush and closed. Verizon PA has repaired the cabinet, as shown in the third picture:

**CWA picture petition p. 13**



**Verizon picture 10/28/15  
Shows minor dent in corner**



**Verizon picture 11/3/15  
Shows cabinet repaired**



**iv. Other Photographs**

At pages 16 and 17 of the petition, CWA presents photographs it claims to be of Verizon PA facilities that are overgrown with vegetation or sagging. But if the cables are not broken or unattached, these conditions are unlikely to affect service. Verizon PA would thus learn about them only if reported by a customer, property owner or Verizon PA's employees in the field.

Verizon PA was able to identify only two of these locations (see below). The top picture on page 17 of the petition of low-hanging cables appears to be on Route 115 in Bear Creek, Luzerne County. Verizon straightened three poles, replaced an anchor and re-lashed several spans. Before and after photos are below:

**CWA picture petition p. 17**



**Verizon picture after work completed**



Verizon also removed the leaning tree pictured at the top of page 16 of the petition, which it was able to locate in Potters Mill, Centre County, as shown below:

**CWA picture petition at 16**



**Verizon picture after work completed**



### **C. CWA Mischaracterizes the Record of Customer Complaints.**

CWA cites to anecdotal information about formal and informal customer complaints as purported evidence of service quality neglect. (Petition ¶¶ 19-23). But complaint trends show the exact opposite. Customer complaints, both formal and informal, as well as “justified” complaints tracked by the Commission’s Bureau of Consumer Services (“BCS”), have declined

dramatically over the past few years, and they are significantly lower even as adjusted for line loss. These statistics show that Verizon PA is continuing to provide good service and meeting its customer expectations.

To put CWA's misleading snippets from complaints in context, the number of formal complaints against Verizon PA has declined steeply over the years and is at an all-time low.<sup>4</sup> The nine formal complaints that CWA quotes represent less than one thousandth of a percent of the customers served by Verizon PA. And in each one of the cases CWA cites, Verizon responded promptly to the customer's concern and satisfied the customer's complaint without litigation or a hearing. Each one was closed by the filing of a certificate stating that the customer was satisfied with the resolution.<sup>5</sup> Since there was no Commission decision or even a record assembled in these cases, that a customer filed a complaint cannot be taken as evidence that Verizon PA violated any statute or regulation relating to the maintenance of its facilities, much less as a basis for opening an investigation.

CWA's argument regarding informal complaints also misleads. The BCS tracks and monitors trends in informal complaints and it has not identified any issue relating to the maintenance of outside plant in non-fiber areas.<sup>6</sup> CWA claims that since 2012 "more than 6,000 customers" submitted informal complaints relating to service quality issues, but BCS shows only 4,645 informal complaints against Verizon PA relating to all issues during that period through third quarter of 2015, so CWA's number is clearly overstated. The BCS reports that for the

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<sup>4</sup> For example, just 5 years ago in 2010 there were nearly 300 formal complaints filed against Verizon in PA. That same number through 10 months in in 2015 is just 36.

<sup>5</sup> Lucas (C-2015-2483647), Settled 10/14/15; Collins (C-2015-2464196), Settled 2/6/15; McCauley (C-2014-2430764), Settled 9/19/14; Minnick (C-2014-2408707), Settled 8/12/14; Remchek, Desanto, Crouse & Crouse (C-2014-2407348, 53, 59 & 67), Settled 6/25/14; Migliacci (C-2014-2399869), Settled 7/30/14.

<sup>6</sup> The Commission's regulations presume that BCS "will evaluate the allegations of the complaint, and, if warranted, institute an informal investigation or informal proceeding." 52 Pa. Code § 3.112(b)(2).

calendar year 2014 Verizon PA's informal complaints declined by 42% from 2013 levels and declined by 60% from 2012 levels. This trend is also evident when adjusting for line loss: the number of informal complaints per 1000 lines is down over 33% when comparing to 2013, and almost 46% when compared to 2012 complaint levels. And contrary to CWA's contention that the number of informal complaints is understated due to the "warm transfer" program, BCS makes clear that complaints that are warm transferred to Verizon for prompt handling are, in fact, included in the total complaint numbers.<sup>7</sup> BCS also estimated based on its review that in 2014 only 38% of these informal complaints were "justified," meaning that Verizon PA had less than 300 informal complaints viewed by BCS as justified in 2014 (equating to less than .03% of Verizon PA's customers), a dramatic decrease from prior years.<sup>8</sup> And only a subset of those justified informal complaints would have related to service issues in copper-only areas.

#### **D. CWA's Request for an Injunction Is Baseless.**

In a final bit of grandstanding, the CWA asks the Commission to issue an "injunction prohibiting VZPA from enforcing its 'Code of Conduct' or taking any employment action against any employee who provides evidence to the Commission as part of this investigation." (Petition ¶ 26). But CWA has provided no evidence to show that Verizon PA has taken or threatened any adverse action against any employee who reports a safety concern. And Chapter 30 of the Public Utility Code already provides that "no telecommunications carrier may discharge, threaten, discriminate or retaliate against an employee because the employee made a good faith report to the commission, the office of consumer advocate or the office of attorney

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<sup>7</sup> UCARE Report January/December 2013 (available at [http://www.puc.pa.gov/general/publications\\_reports/pdf/UCARE\\_2013-4Q.pdf](http://www.puc.pa.gov/general/publications_reports/pdf/UCARE_2013-4Q.pdf) (stating that "[p]rior to 2013, if a customer chose the voluntary transfer, BCS categorized the contact as an 'inquiry' rather than as a 'consumer complaint.' Beginning 01/01/13, if a customer chooses the voluntary transfer, the contact is now classified as a 'consumer complaint'."))

<sup>8</sup> This is a marked decrease from just a few years ago. In 2008, for example, there were 3,253 "justified" complaints.

general regarding wrongdoing, waste or a potential violation of the commission's orders or regulations or of this title.” 66 Pa. C.S. § 3019(i). CWA has proffered no evidence that Verizon PA has failed to comply with this statutory directive and thus has not demonstrated the need for any sort of “injunction.”

If the CWA is concerned about safety, it should ensure that its members report any potential safety issues directly to their employer rather than rush to the Commission with unidentified photos to be used in a politically-motivated labor negotiation. Verizon PA’s technicians play a critical and front-line role in alerting the company to potential hazards that they might encounter in the field, such as plant damaged by accidents or weather. For this reason, all technicians are trained and instructed to perform a pre-job survey as a first step in the performance of each assignment. If during the pre-job survey or anytime thereafter employees discover an unsafe condition that cannot be safely managed by the use of personal protective equipment or established safe work practices, employees are instructed to stop working and immediately contact their supervisor. No employee should work in an unsafe situation.

Perhaps realizing that it would not reflect well on the CWA or its members if they went directly to the Commission, CWA’s Vice President Ed Mooney a few days before the petition was filed sent Verizon PA a letter listing a number of locations where he stated CWA members had safety concerns (which presumably included the undisclosed locations pictured in the petition). Verizon promptly responded that it would investigate each of the locations noted and act upon them appropriately, and Verizon has done so. Verizon’s Vice President of Field Operations Chris Childs assured Mr. Mooney that:

[T]here is no legitimate basis for any employee to fear reporting safety issues to Verizon management. The Code of Conduct clearly requires all employees to report unsafe conditions to their managers. This requirement is constantly reinforced through training and informational documents. In addition, an application to report physical outside plant safety concerns has been installed on all tablets supplied to technicians. I am not aware of a single substantiated claim involving an employee who was disciplined for raising a safety concern with management. In addition, employees are repeatedly advised that such concerns can be reported directly to the Environmental Health and Safety organization or anonymously through the Verizon ethics hotline. There is simply no excuse for an employee failing to advise the company of safety hazards through one of these means.<sup>9</sup>

CWA members also play a key role in ensuring that the work on Verizon PA's outside facilities is performed up to standards and left in a safe and aesthetically pleasing condition. Certain conditions can be the result of the failure of Verizon PA's CWA-represented employees to properly perform their work. Verizon will address these conditions both by fixing the work and looking at steps to better assure that employees perform their jobs professionally.

It is not this Commission's job to step in and take in safety reports from CWA-represented employees and dole them out to Verizon PA for a response. It is well settled that the Commission is not a super board of directors that may interfere with the management of a utility except in extreme circumstances that are not present here.<sup>10</sup> The Commission should not entertain any report of an allegedly unsafe condition from the CWA or its members unless and until they demonstrate that it was reported properly to Verizon PA, so that it has had an opportunity to investigate and respond.

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<sup>9</sup> See letter from Childs to Mooney attached hereto.

<sup>10</sup> See *Pennsylvania Public Utility Commission v. Philadelphia Electric Company*, 561 A.2d 1223, 1226 (Pa. 1989) (noting that it is not within the province of the Commission to interfere with the management of a utility unless an abuse of discretion or arbitrary action by the utility has been shown); *People's Cab Co. v. Pennsylvania Public Utility Commission*, 137 A.2d 873, 878 (Pa. Super. 1957) (holding that the Commission is not a super board of directors for the public utility companies of the state and it has no right of management of them).

**E. Conclusion**

The Commission should not entertain CWA's attempt to use this regulatory forum to exert pressure on Verizon PA as a labor negotiation tactic. CWA's petition is a superficial attempt to grab a quick headline, but fails to present evidence of any substantive problem. The Commission has sufficient programs already in place to monitor the adequacy of Verizon PA's service and the data collected shows no reason for concern. For the forgoing reasons, Verizon PA respectfully requests that the Commission dismiss the CWA's petition without further proceedings.

Respectfully submitted,

A handwritten signature in blue ink that reads "Suzan D. Paiva" with a stylized flourish at the end.

Suzan D. Paiva (Atty ID No. 53853)

Verizon

1717 Arch Street, 3<sup>rd</sup> Floor

Philadelphia, PA 19103

Telephone: 215-466-4755

Facsimile: 215-563-2658

[Suzan.D.Paiva@verizon.com](mailto:Suzan.D.Paiva@verizon.com)

Counsel for Verizon Pennsylvania LLC

Dated: November 10, 2015

**Attachment: Printout of**  
**<http://standuptoverizon.com/>**

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# STAND UP TO VERIZON



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(Do not use your company phone. Depending on your personal cell phone plan, you may be charged by your carrier for text messages).

# THE FIGHT AT VERIZON GOES ON

## Statement to Members:

After considering all of our options, your leadership has decided not to go on strike at midnight tonight, even though we have not yet reached a contract agreement.

The two sides remain far apart. Despite \$18 billion in profits over the last 18 months, and a quarter of a billion in compensation to its top executives over the last five years, this greedy corporation is still insisting on destroying our job security, forcing us to pay thousands of dollars more for our health care, and slashing our retirement security. They have basically not moved off their opening bargaining position from June 22nd. It's a disgrace.

We are disgusted by Verizon's attitude at the bargaining table. Their greed knows no bounds.

But we are not going to let our anger allow us to walk into a trap. It's quite possible that Verizon is trying to provoke us into a long strike in order to try to break us. They have spent tens of millions of dollars preparing for a strike, training managers, hiring scabs and contractors, advertising against us on TV and radio. So your leadership has decided that if and when we strike, it will be on our terms, on our timing.

We know that you are angry. We are all furious at this greedy company. Now our job is to turn that anger into pressure on the job and in the community. We cannot have business as usual. We will rally, engage in informational picketing, build political and regulatory pressure on the company, follow all the company rules to the letter, never take shortcuts, pressure company executives and members of the Board of Directors. We will be disciplined, militant and united.

This was not an easy decision. But it is the smart decision. And if and when the time comes, we will strike the company on our terms.

**We thank you for your support and your solidarity. One day longer. We will win.**

Dennis Trainor  
CWA District 1 Vice President

Ed Mooney  
CWA District 2-13 Vice President

Myles Calvey  
Chairman, IBEW System T6 Council

Bob Speer  
President Business Manager, IBEW Local 827

**A PROUD HISTORY OF FIGHTING & WINNING**

**1968**  
**What it Took:** An 18-day strike and member mobilization.  
**What We Won:** When the company medical plan was instituted in 1964, we paid 75% of the premium. In 1968 we won fully paid medical. Also, until 1968, pensions were reduced by the value of a retiree's Social Security. We eliminated the pension offset that year as well.

**1971**  
**What it Took:** A 7-month strike.  
**What We Won:** An end to "free-riders," creating a full agency shop.

**1979**  
**What it Took:** A 17-week strike at NYNEX.  
**What We Won:** A stop to healthcare cost-shifting.

**1980**  
**What it Took:** Member mobilization campaign.  
**What We Won:** Full pension after 30 years regardless of age.

**1995**  
**What it Took:** A 5½-month mobilization.  
**What We Won:** The elimination of contractors in splicing (Bell Atlantic of PA).

**1994-2000**  
**What it Took:** Mobilization and regulatory interventions at the PSC.  
**What We Won:** Strengthened job security through adoption of the NYNEX job security letter and added the Force Adjustment Plan.

**2003**  
**What it Took:** Months of mobilization before bargaining and a five-week on-the-job mobilization contract campaign.  
**What We Won:** Saved the jobs of 3,400 laid-off members in 2003 through arbitration—and preserved our job security and movement of work language.

**2008**  
**What it Took:** Months of on-the-job mobilization.  
**What We Won:** Brought 600 former MCI technicians into the union, eliminated some subcontracting, added the right to bargain retiree health care and protected our medical benefits.

**2011-2012**  
**What it Took:** Two-week strike and 16-month contract campaign.  
**What We Won:** Protected the pensions of active employees, prevented huge retiree cost increases, limited givebacks in the area of health care, and most important, protected our job security. Despite premium sharing, every CWA member ended up better off financially with continued job security.

**BARGAINING UPDATES JOIN PHOTOS RESOURCES FACEBOOK HIGHLIGHTS FOR ALLIES**

**"DONATE" TO VERIZON**

**STAND UP TO VERIZON**

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**Attachment: Letter**  
**from VZ Vice President Christopher Childs**  
**to CWA Vice President Ed Mooney**



**Christopher Childs**  
Vice President  
Consumer and Mass Business Markets  
Mid-Atlantic South

99 Shawan Road  
Cockeysville, MD 21030  
Phone 410-393-6000

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October 23, 2015

Mr. Edward F. Mooney, International Vice President  
Communications Workers of America District 2-13  
230 S. Broad Street, 19<sup>th</sup> Floor  
Philadelphia, PA 19102

Re: Alleged Workplace Hazards in the Field

Dear Mr. Mooney:

I am in receipt of the fax you sent to Tom Schanz, Safety Consultant to Verizon Pennsylvania LLC (Verizon). This fax expresses concerns about conditions in the field which you believe represent a hazard to your members. I have also reviewed some of the pictures that the union has sent to the Pennsylvania Public Utility Commission relating to these concerns. Please be assured that both Paul Sullivan and I will make sure that each one of these conditions is reviewed and addressed appropriately. The health and safety of all Verizon employees and the public is of paramount concern to the company and both Paul Sullivan and I appreciate having all safety and health concerns brought to the attention of the company.

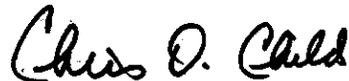
Verizon is aware that its field technicians face many potential hazards in the field as part of the inherent nature of the job. It is for this reason that all technicians are repeatedly trained and instructed to perform a pre-job survey as a first step in the performance of each assignment. If during the pre-job survey or anytime thereafter employees discover an unsafe condition that cannot be safely managed by the use of personal protective equipment or established safe work practices, employees are instructed to stop working and immediately contact their supervisor. We will ask our managers to again reinforce these required steps with their technicians so that no employee should work in an unsafe situation.

As noted above, each of the locations set out in your fax will be investigated and acted upon appropriately. We will certainly determine if any of these conditions identified in your fax and depicted in the pictures presents concerns that need to be addressed to allow employees to work safely. Others may involve aesthetic concerns that do not present safety obstacles. In addition, it appears that some of the conditions may be caused by other parties such as cable or electrical companies. In those instances Verizon will work to have the conditions addressed. Also, a number of conditions appear to be the result of the failure of Verizon employees to properly perform their work. These conditions will also be addressed, both by fixing the work and looking at steps to better assure that employees perform their jobs professionally.

Finally, I would like to assure you that there is no legitimate basis for any employee to fear reporting safety issues to Verizon management. The Code of Conduct clearly requires all employees to report unsafe conditions to their managers. This requirement is constantly reinforced through training and informational documents. In addition, an application to report physical outside plant safety concerns has been installed on all tablets supplied to technicians. I am not aware of a single substantiated claim involving an employee who was disciplined for raising a safety concern with management. In addition, employees are repeatedly advised that such concerns can be reported directly to the Environmental Health and Safety organization or anonymously through the Verizon ethics hotline. There is simply no excuse for an employee failing to advise the company of safety hazards through one of these means. I note that while you state that employees are afraid to tell their managers about these conditions, you also state that you know that managers are aware of these conditions. While Verizon will certainly look for information relating to manager knowledge of unsafe conditions, I ask that you send to me any documents that support your contention either that employees have a basis to fear retaliation or that managers have been advised of one or more of the listed alleged unsafe conditions noted in your fax.

Thank you again for bringing these concerns to Verizon's attention. Please let me know if you have any questions or if you would like to discuss this matter.

Very truly yours,

A handwritten signature in black ink that reads "Chris D. Childs". The signature is written in a cursive, slightly slanted style.

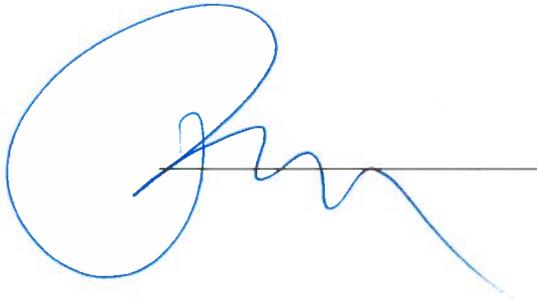
Chris D. Childs  
VP- Field Operations  
MAA South Region

cc: Paul A. Sullivan

**VERIFICATION**

I, Philip Wood, state that I am Director, State Government Affairs for Verizon and that as such I am authorized to make this verification on behalf of Verizon Pennsylvania LLC ("Verizon"). I have reviewed Verizon's Answer to the Petition of the Communications Workers of America and verify that the facts contained therein are true to the best of my knowledge, information and belief. I understand that the statements herein are made subject to the penalties of 18 Pa. C. S. § 4904, relating to unsworn falsification to authorities.

Date: November 10, 2015

A handwritten signature in blue ink is written over a horizontal line. The signature is stylized and appears to be the name 'Philip Wood'.