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January 4, 2017

**Via Electronic Filing**

Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street – Filing Room (2 North)  
P.O. Box 3265  
Harrisburg, PA 17105-3265

**Re: Neil & Gilda Altman v. Verizon Pennsylvania LLC;  
Docket No. C-2015-2515583**

Dear Secretary Chiavetta,

A review of the docket in the above-captioned case indicates that the letter dated December 6, 2016 from Mr. and Mrs. Altman to the Commissioners is docketed as a petition for reconsideration (PFR). To the extent the letter is treated as a PFR, please accept this letter as a brief reply.<sup>1</sup>

Verizon has complied with the actions required of it by the November 18, 2016 order.

- The civil penalty required by ordering paragraph 9 was paid on December 7, 2016, as indicated on the docket.
- Pursuant to ordering paragraph 7, Verizon determined that the \$1.30 credit reflected on the final bill dated January 6, 2016 was electronically deposited into the Altmans' bank account by Verizon on January 7, 2016 (transaction information available on request). Because the amount was already refunded, the Altmans' complaint that the order makes Verizon's obligation to refund the \$1.30 contingent on their returning as Verizon customers is moot.
- The Altmans declined Verizon service in writing, so that no action was required of Verizon under ordering paragraph 6.

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<sup>1</sup> To the extent the Commission intends to treat the Altmans' letter as a PFR, Verizon Pennsylvania LLC requests that the Commission accept this letter as a late-filed reply pursuant to 52 Pa Code § 1.2(a) ("The Commission or presiding officer at any stage of an action or proceeding may disregard an error or defect of procedure which does not affect the substantive rights of the parties.") Verizon viewed the December 6, 2016 letter as the Altman's compliance with ordering paragraph 6 of the November 18, 2016 order and not as a PFR.

The Altmans' letter suggests that credits are still due for days in late November/early December 2015 when they were no longer Verizon customers. However, this issue was already addressed and resolved by the initial decision, adopted by the final order. The bill dated November 3, 2015 covered the period from November 3 through December 2, 2015. The Altmans disconnected service on December 1, 2015 and thus were due one day's credit, which was provided as reflected on Verizon Exhibit 13 (including fees and taxes) and discussed at page 21 of the initial decision.

The remainder of the issues raised in the Altmans' letter are a re-argument of issues raised in the record and already considered by the Commission. Accordingly, they are not properly raised on reconsideration and should be disregarded. *See Duick v. Pennsylvania Gas & Water Co.*, 56 PA PUC 553 (1982).

Very truly yours,



Suzan D. Paiva  
Counsel for Verizon Pennsylvania LLC

SDP/slb  
Enclosures

cc: **Via First Class U.S. Mail**  
Office of Special Assistants  
Certificate of Service

**CERTIFICATE OF SERVICE**

I, Suzan D. Paiva, hereby certify that I have this day served a copy of the Letter of Verizon Pennsylvania LLC, upon the participants listed below.

Dated at Philadelphia, Pennsylvania, this 4<sup>th</sup> day of January, 2017.

**VIA USPS FIRST CLASS MAIL**

Neil and Gilda Altman  
819 Hampshire Rd.  
Drexel Hill, PA 19026



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