

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00	:	
2. BUREAU: ALJ	:	
3. SECTION(S):	:	
5. APPROVED BY:	:	4. PUBLIC MEETING DATE:
DIRECTOR:	:	00/00/00
SUPERVISOR:	:	
6. PERSON IN CHARGE:	:	7. DATE FILED: 12/21/05
8. DOCKET NO: C 20055729	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: CRABB, JACQUELINE MARIE

RESPONDENT/APPLICANT: VERIZON PENNSYLVANIA INC

COMP/APP COUNTY: MONTGOMERY

UTILITY CODE: 310200

ALLEGATION OR SUBJECT

COMPLAINANT STATES COMPLAINT CONCERNS ACCT # 610-642-6054-76200Y & 610-645-9791. SHE WANTS A NEW ACCOUNT NUMBER FOR THIS UTILITY.

DOCUMENT  
FOLDER

**DOCKETED**  
JAN 04 2006

PENNSYLVANIA PUBLIC UTILITY COMMISSION

ORIGINAL

Formal Complaint Form

Please print or type.

C-20055729

1. CUSTOMER NAME (COMPLAINANT)

Your name, mailing address, county, telephone number, utility account number and service address:

Name MRS. JACQUELINE MARIE CRABB

Street/P.O. Box 23 School Lane P.O. Box 253 Apt # N/A

City Ardmore State PA Zip 19003

County Montgomery

Area Code/HOME Phone 484-744-7339

Area Code/WORK Phone N/A

Utility Account Number (from your bill) Delco Energy, Phila. Act# 50027789038 - Jacqueline M. Crabb  
Agua Penna. Brynmawr PA Act# 0002683620268362 - Jacqueline Crabb  
Verizon - 610-642-6054-762004 - Jacqueline M. Crabb  
Verizon 610-645-9791 Richard E. Crabb - Jacqueline Marie Crabb

If your complaint involves utility service provided to a different address than your mailing address, please list this information below. (Billing)

Name Not

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

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

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: all of the following:

Delco Energy - Phila. Act# 50027789038  
Agua Penna. Brynmawr PA Act# 0002683620268362  
Verizon, Phila. Act# 610-642-6054-762004  
Verizon, Phila. Act# 610-645-9791 Richard E. Crabb - Jacqueline M. Crabb (for Billing)

RECEIVED  
2005 DEC 21 AM 9:15  
SECRETARY'S BUREAU

///

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER

(taxi, moving company, limousine)

TELEPHONE

(local, long distance)

4. COMPLAINT (check one)

A. In general, what is your complaint?

I want to oppose the company's proposed rate increase.

There are incorrect charges on my bill.

There is a reliability, safety or quality problem with my utility service.

I received a notice that my utility service is being terminated.

I would like a payment agreement.

Other. I'm requesting a new account in my name including (explain) my middle name and address to include P.O. Box 253. I would like Peco Energy to start billing for after the restored billing only.

B. State the facts of your complaint.

Include any specific dates, times or places that are important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

Peco Energy: High bills of \$500 and over starting around the year 2002. Service shut in 2003. With the help of Rep. Connie Williams office, Cadcom, Norristown Pa., Eldermet, Brynmawr Pa and St. Marys Church, Ardmore, Pa. (I had not met Rev. Rhodes and she was willing to give me the turn on fee of \$120.00) My understanding that the full amount had been paid \$521.94. When they started me with the new account number. The first bill was incorrect and I have been trying to get Peco to address this for over two years. Agreements and budget had been made with my knowledge and now I find out that I had not gotten the correct bill for my property. Enclosed are shut off amount for up to October 25, 2004 and the first bill (which is a fraud) in the year 2005. There was no service in February 2005. The \$13.72 difference in shut off amount and February's bill can't be true. No one was living in the home during that time in March of 2005 the temperature had been kept at 54°-64° most of 2005 no one was in the house. The big question is who authorized agreements and where was the mail being held? Thank you Jacquelyn Marie Crabb

5. RELIEF

What do you want the Public Utility Commission to do about your complaint? Use additional paper if you need more space.

I'm Requesting that Peop restore my service and do not want to be held responsible for the out standing bills. Start me off clean with a new account number. Clean up my credit rating with these billing mistakes. I notified Peop President of the problems I was having with service and they did nothing about; in fact it got worse.

I'm asking that this request be applied to Aqua Philadelphia (water company) Verizon telephone service. I would like new account for all the utilities that are involved.

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company AND your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement. (no payment agreements. It had not worked in the past. I don't think it will work this time.)  
Has a court granted a "Protection from Abuse" order for your personal safety?

YES

NO

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES   
(includes appeals of BCS determinations)

NO

If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

8. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification: I Jacqueline Marie Crabb, 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).

Jacqueline Marie Crabb (Signature) December 13, 2005 (Date)

9. LEGAL REPRESENTATION (IF ANY)

If you are represented by a lawyer in this matter you must provide your lawyer's name, address and telephone number.

Lawyer's Name \_\_\_\_\_  
Street \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Area Code/Phone Number \_\_\_\_\_

10. FILING

Please return the completed form 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	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 <sup>nd</sup> Floor Harrisburg, Pennsylvania 17120
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Facsimiles and/or electronic filings of the complaint form 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 complaint for your records.

October 25, 2004

Pennsylvania Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265  
To Whom It May Concern:

I am a victim of identity theft/fraud last year 2003 my Peco Energy service was cut off. The service was restored 15 days later with the help of cadcom of Norristown, PA, elder net of Bryn Mawr, PA and the St. Mary's church.

Senator Williams's office was assisting me out of the Manoe office. Her assistant was able to get Peco to give me a new account number, but the fraud continues, there has never been agreement. I have fraud on the old account number and also the new account number. I sent a letter to the president of Peco Energy, Dennis O'Brien and he sent me a letter in response, but nothing was ever done on the people who were on the account.

I was told that the thieves didn't steal from me, but from Peco. My good name, reputation, and credit are ruin. I was deprived of getting help from early assistance from Liheap, due to the fraud.

Enclose you will find a bill for bills with Lawrence Crabb on it. My husband has passed since 1998 and my oldest son doesn't live with me. My past bills were outrageously high and no one ever corrected this to date.

I will like a new account number with service for just my residence, only. There is no Jasmine Crabb living here and I am Jacqueline M. Crabb, Jacqueline Marie Crabb, and Mrs. Lawrence C. Crabb, Sr. widow. They are one in the same. I have been fraud on all of these names.

I never lived in Harrisburg, Philadelphia, Yeadon, or any of the other places the thieves have stated, nor is my source of heat, oil heating. This is not Section 8 Sub housing.

Please put a rush on straightening this out. I have just received another notice for shut off today. I would like to live in peace and not to be threaten every six months with cut off notices, there is only my youngest son and me living here.

Please contact me by mail I don't have a working phone at this time.

Sincerely,

(Mrs.) Jacqueline Crabb  
23 School Lane  
Ardmore, PA 19003

NOTICE: YOUR SERVI  
(AVISO: Su Servicio)

JACQUELINE M CRABB  
23 SCHOOL LA  
ARDMORE PA 19003

M05 -P1M-3183

We Shut Off Your Service

We shut off your PECO Energy service because you did not pay your PECO Energy Charges Past Due amount of \$ 2461.94 as of 10/28/2004

To have your service turned on again, call us at (888) 504-2156 to make arrangements.

You may have to PAY the following to have your service turned on again

- o PAST DUE PECO ENERGY CHARGES of \$ 2461.94
- o PAST DUE DEPOSIT CHARGES of \$ .00
- o Turn-on Charge of \$ 60.00 \*
- o TOTAL \$ 2521.94 \*
- o Security deposit equal to two months of Average Bills of PECO Energy Charges

After you take the required action, we have until the end of the following business day to turn your service back on. Also, we will not turn your service back on unless someone is at home.

Este es un mensaje muy importante. Si usted no lo entiende, favor de llamar al numero de telefono que aparece en este documento.

\* If we could not get to your meter to shut-off your service, we may have had to do extra work. This extra work may increase your turn-on charge to a maximum of \$1,500.00.

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Actual Reading  
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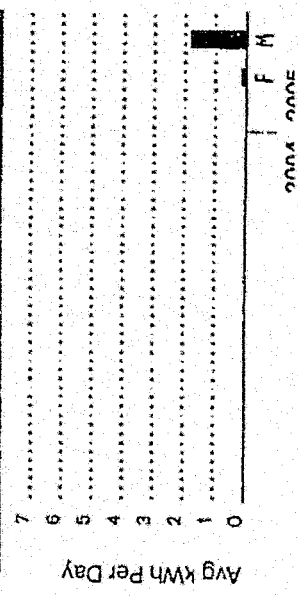
From February 2, 2005  
 Hundreds Cubic Feet (Ccf) billed for 28 days  
 PECO ENERGY Charges  
 Total Basic Charges for 112,0000 Ccf

135.18  
 \$135.18  
 New Charges

00295  
 00112

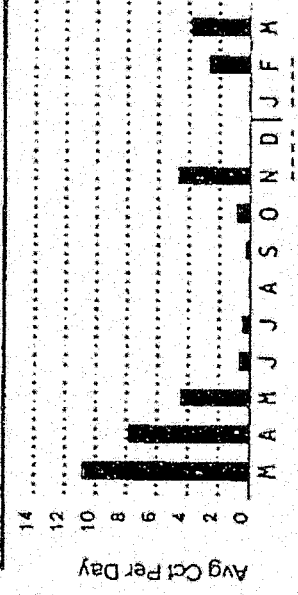
**Your Electric Use Pattern**

Average kWh per month 19.5  
 Total Annual kWh 78.0  
 kWh per day 1.9  
 Meter Reading Actual  
 Average Temperature 36°



**Your Gas Use Pattern**

Average Ccf per month 66.5  
 Total Annual Ccf 799.0  
 Ccf per day 10.9  
 Meter Reading Actual  
 Average Temperature 38°



0000 0000

CRABB, JACQUELINE  
 0023 SCHOOL LN  
 ARDMORE, PA 19003 1312  
 000268362/268362 0001

TRANS	# OF DAYS	METER READ	READ TYPE	CONSUMPTION	AVG DLY. USAGE	TL. CURRENT CHARGES	ADJUSTMENTS	PAYMENTS	DATE	BALANCE
BILL						\$24.42	\$235.26		2005/03/09	\$1,002.49
OUT	0046	006167	A	16.000	34.782				2005/01/18	
ADJ							\$0.00		2005/04/29	
BILL						\$26.24	\$0.00		2005/01/03	\$978.07
READ	0028	006151	A	29.000	103.571				2004/12/03	
ADJ							\$0.00		2005/04/29	
BILL						\$43.77	\$0.00		2004/12/07	\$951.83
READ	0029	006122	A	58.000	200.000				2004/11/05	
ADJ							\$0.00		2005/04/29	
BILL						\$41.96	\$0.00		2004/11/04	\$908.06
READ	0029	006064	A	55.000	189.655				2004/10/07	
ADJ							\$0.00		2005/04/29	
BILL						\$37.25	\$0.00		2004/10/06	\$866.10
READ	0033	006009	A	48.000	145.454				2004/09/08	
ADJ							\$0.00		2005/04/29	
BILL						\$48.60	\$0.00		2004/09/10	\$828.85
READ	0043	005961	A	68.000	158.139				2004/08/06	
ADJ							\$0.00		2005/04/29	
ADJ							\$0.00		2005/04/29	
BILL						\$119.50	\$0.00		2004/07/28	\$780.25
READ	0091	005893	A	166.000	182.417				2004/06/24	
ADJ							\$0.00		2005/04/29	
BILL						\$136.14	\$0.00		2004/04/22	\$660.75
READ	0092	005727	A	196.000	213.043				2004/03/25	
ADJ							\$0.00		2005/04/29	
BILL						\$116.68	\$0.00		2004/01/30	\$524.61
READ	0089	005531	A	161.000	180.898				2003/12/24	
ADJ							\$0.00		2005/04/29	
BILL						\$96.35	\$0.00		2003/10/27	\$407.93
READ	0092	005370	A	127.000	138.043				2003/09/26	
ADJ							\$0.00		2005/04/29	
BILL						\$90.42	\$0.00		2003/07/29	\$311.58
READ	0392	005243	A	106.000	115.217				2003/06/26	
ADJ							\$0.00		2005/04/29	
BILL						\$161.45	\$0.00		2003/04/28	\$221.16
READ	0089	005137	A	246.000	276.404				2003/03/26	
PYMT								\$60.00	2003/02/28	
ADJ							\$0.00		2005/04/29	
BILL						\$120.89	\$0.00		2003/01/29	\$119.71
READ	0092	004891	A	177.000	192.391				2002/12/27	
PYMT								\$95.41	2002/11/18	
ADJ							\$0.00		2005/04/29	
BILL						\$94.23	\$0.00		2002/10/24	\$94.23
READ	0093	004714	A	139.000	149.462				2002/09/26	
PYMT								\$89.46	2002/08/07	
BILL						\$89.46	\$0.00		2002/07/25	\$89.46
READ	0091	004575	A	139.000	152.747				2002/06/25	
PYMT								\$96.62	2002/05/02	

**AQUA**  
Pennsylvania

JACQUELINE CRABB  
0023 SCHOOL LN  
ARDMORE, PA 19003-1312

**000268362 0268362**  
APA-MAIN DIVISION

Aqua Pennsylvania, Inc.  
2 W. Lancaster Avenue  
Bryn Mawr, PA 19010-3489

Tel: 800.711.4779  
Fax: 610.645.1160

E Mail: [custserv@aquaaamerica.com](mailto:custserv@aquaaamerica.com)

Questions about your water service? ... Contact us before the due date.

Bill Date

Total Amount Due

Due Date

**September 13, 2004 \$ 866.10**

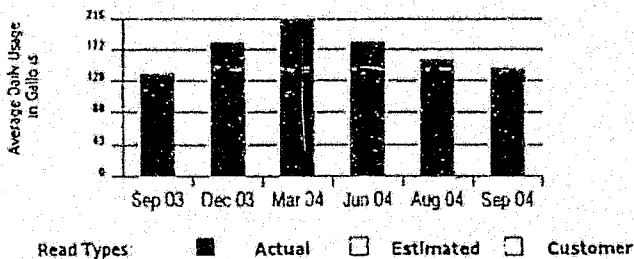
**October 06, 2004**

Meter Data	Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
	52437817	5/8	09/08/04	33	Actual	600900	4,800	Gallons
			08/06/04		Actual	596100		
Average Daily Usage = 145 Gallons			Total Days: 33		Total Usage:		4,800	Gallons

**Billing Detail**

Amount Owed From Last Bill ..... \$ 828.85  
 Total Payments Received ..... 0.00  
 Balance Forward ..... 828.85  
 Total of Water Charges ..... 37.25  
 Total Amount Due 10/06/04 ..... \$ 866.10

**Water Usage History**



**Message Center**

PSW is now Aqua Pennsylvania! Any questions, please call customer service at 800-711-4779.  
 To pay by phone, simply call our toll free number at (800) 285-8325.  
 New security standards have made it necessary for Aqua PA to discontinue walk-in service to customers at our Bryn Mawr office. Please call 1-800-711-4779, a representative will address your concerns and schedule an appointment if necessary.

**IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION**

85-APA-01.2

**Return this portion with your payment. Keep top portion for your records.**

**AQUA**  
Pennsylvania

Service To  
JACQUELINE CRABB  
0023 SCHOOL LN  
ARDMORE, PA 19003-1312

**Water Bill**

762 W. Lancaster Avenue  
Bryn Mawr, PA 19010-3489

Address Service Requested  
 SH1827 CH3005 183968 APAM  
 F APAMail

Account Number

**000268362 0268362**

Total Amount Due

**\$ 866.10**

Due Date

**October 06, 2004**

Amount Enclosed

\$    .

Please make check payable to Aqua PA.  
 Print your account number on your check,  
 then mail to address on back.

\*\*AUTO\*\*S-DIGIT 19003 C 9 P 18  
 JACQUELINE CRABB  
 23 SCHOOL LN  
 ARDMORE PA 19003-1312



00026836202683620000000866107

**AQUA**  
Pennsylvania

JACQUELINE CRABB  
0023 SCHOOL LN  
ARDMORE, PA 19003-1312

Account Number  
**000268362 0268362**  
APA-MAIN DIVISION

Aqua Pennsylvania, Inc.  
762 W. Lancaster Avenue  
Bryn Mawr, PA 19010-3489

Tel: 800.711.4779  
Fax: 610.645.1160  
e Mail: [custserv@aquaamerica.com](mailto:custserv@aquaamerica.com)

Questions about your water service? ... Contact us before the due date.

Bill Date: December 09, 2004  
Total Amount Due: \$ 978.07  
Due Date: January 03, 2005

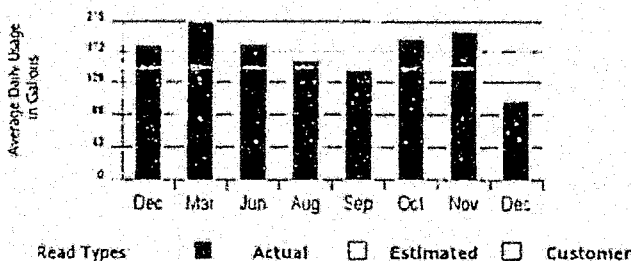
**Meter Data**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
52437817	5/8	12/03/04	28	Actual	6:5100	2,900	Gallons
		11/05/04		Actual	6:2200		
Average Daily Usage = 103 Gallons		Total Days: 28		Total Usage		2,900	Gallons

**Billing Detail**

Amount Owed From Last Bill ..... \$ 951.83  
 Total Payments Received ..... 0.00  
**Balance..... 951.83**  
 Minimum Charge ..... 10.00  
 2,000 gallons @ \$0.005271 per gallon ..... 10.54  
 Next 900 gallons @ \$0.005969 per gallon ..... 5.37  
 Total Water Charges ..... 25.91  
 DSIC Charge ..... 0.33  
**Amount Due 01/03/05..... \$ 978.07**

**Water Usage History**



**Message Center**

- Effective October 1, 2004 the allowable DSIC charge is 1.28%. This reflects \$21.4 million in system improvements made by the company since July 2004. These improvements include the replacement of aging water pipes and other infrastructure as well as improvements to the quality of the water that we serve.
- PSW has changed its name to Aqua Pennsylvania. Any questions, please call customer service at (800) 711-4779.
- To pay by phone, simply call our toll free number at (800) 285-8325.
- New security standards have made it necessary for Aqua PA to discontinue walk-in service to customers at our Bryn Mawr office. Please call 1-800-711-4779, a representative will address your concerns and schedule an appointment if necessary.

IMPORTANT NOTICE: SEE REVERSE SIDE FOR OTHER INFORMATION

DS APA-012

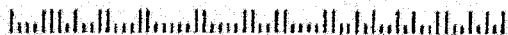
Return this portion with your payment. Keep top portion for your records.

**AQUA**  
Pennsylvania

762 W. Lancaster Avenue  
Bryn Mawr, PA 19010-3489

Address Service Requested  
591205 CH 1005 194903 APA1  
P. 07/04/04

\*\*AUTO\*\*5-DIGIT 19003 C 50 P 21  
JACQUELINE CRABB  
23 SCHOOL LN  
ARDMORE PA 19003-1312



Service To:  
JACQUELINE CRABB  
0023 SCHOOL LN  
ARDMORE, PA 19003-1312

**Water Bill**

Account Number  
**000268362 0268362**

Total Amount Due: **\$ 978.07**  
Due Date: **January 03, 2005**

Amount Enclosed

\$

Please make check payable to Aqua PA.  
Print your account number on your check,  
then mail to address on back.

00026836202683620000000978077

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: JANUARY 5, 2006

JACQUELINE MARIE CRABB  
Complainant

v.

VERIZON PENNSYLVANIA, INC.  
Respondent

Complaint Docket  
No: C-20055729

DOCUMENT  
FOLDED

DOCKETED  
JAN 04 2006

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FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

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TO: VERIZON PENNSYLVANIA, INC.

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).

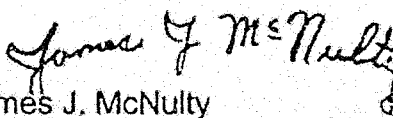
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. 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.

  
James J. McNulty  
Secretary

(SEAL)

Certified Mail  
Return Receipt Requested



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

IN REPLY PLEASE  
REFER TO OUR FILE

DATE SERVED: JANUARY 5, 2006

C-20055729

WILLIAM B PETERSEN  
VERIZON PENNSYLVANIA INC  
FLOOR 32SW  
1717 ARCH ST  
PHILADELPHIA PA 19103

DOCUMENT  
FOLDER

Dear Mr. Petersen:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by JACQUELINE MARIE CRABB. 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.

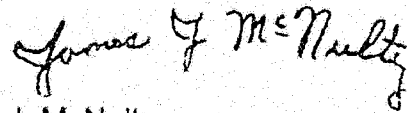
Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

JANUARY 5, 2006

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,



James J. McNulty  
Secretary

JIH

**H**awke  
 **M**ckeon  
  **S**niscak &  
   **K**ennard LLP  
ATTORNEYS AT LAW

DOCUMENT  
FOLDER

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

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

January 25, 2006

**BY HAND DELIVERY**

James J. McNulty, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street – Filing Room  
P.O. Box 3265  
Harrisburg, PA 17105-3265

ORIGINAL

2006 JAN 25 PM 4:13  
SECRETARY'S BUREAU

RE: Jacqueline Marie Crabb v. Verizon Pennsylvania Inc.; Docket No. C-20055729;

Jacqueline Marie Crabb v. PECO Energy; Docket No. C-20055729

**MOTION OF VERIZON PENNSYLVANIA INC. TO DISMISS OR, IN THE  
ALTERNATIVE, TO JOIN INDISPENSABLE PARTY OR TO  
CONSOLODATE PROCEEDINGS**

Dear Mr. McNulty:

Enclosed for filing with the Commission are an original and three (3) copies of Verizon Pennsylvania Inc.'s Motion to Dismiss or, in the Alternative, To Join Indispensable Party or To Consolidate Proceedings filed in the above-captioned matter. A copy of this document has been served in accordance with the attached Certificate of Service.

If you have any questions with regard to this filing, please direct them to me. Thank you for your attention to this matter.

Very truly yours,

*Katherine E. Lovette*

Katherine E. Lovette  
Counsel for Verizon Pennsylvania Inc.

Enclosures

cc: Jacqueline Marie Crabb  
Lisa Lutz, Esq.

MAILING ADDRESS: P.O. BOX 1778 HARRISBURG, PA 17105

57

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

ORIGINAL

JACQUELINE MARIE CRABB,

Complainant

v.

VERIZON PENNSYLVANIA INC.,

Respondent

JACQUELINE MARIE CRABB,

Complainant

v.

PECO Energy,

Respondent

Docket No. C-20055729

Docket No. C-20055727

SECRETARY'S BUREAU

2006 JUN 25 PM 4:13

REC'D

**NOTICE TO PLEAD**

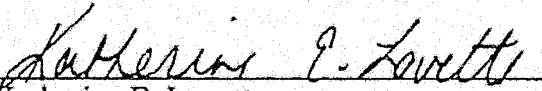
TO: Jacqueline Marie Crabb  
23 School Lane  
P.O. Box 253  
Ardmore, PA 19003

Lisa Lutz, Esq.  
2301 Market Street  
Suite 23-1  
Box 8699  
Philadelphia, PA 19101-8699

*Counsel for PECO Energy*

Pursuant to 52 Pa. Code §5.101 and §5.103, you are hereby notified that, if you do not file a written response to the enclosed Motion within ten (10) days from service of this notice, the facts set forth by Verizon Pennsylvania Inc. ("Verizon PA") in the Motion may be deemed to be true, thereby requiring no other proof.

All pleadings, such as a Reply to the enclosed Motion, must be filed with the Secretary of the Pennsylvania Public Utility Commission, with a copy served on the undersigned counsel for Verizon PA and all other parties to the proceeding.

  
Katherine E. Lovette  
Janet L. Miller  
Hawke McKeon Sniscak & Kennard LLP  
100 North Tenth Street  
PO Box 1778  
Harrisburg, PA 17105-1778  
717-236-1300

DATED: January 25, 2005

Counsel for Verizon Pennsylvania Inc.

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

RECEIVED  
2006 JUN 25 P 11:13  
SECRETARY'S BUREAU

ORIGINAL

JACQUELINE MARIE CRABB,

Complainant :

v.

Docket No. C-20055729

VERIZON PENNSYLVANIA INC.,

Respondent :

JACQUELINE MARIE CRABB,

Complainant :

v.

Docket No. C-20055727

PECO Energy,

Respondent :

---

**MOTION OF VERIZON PENNSYLVANIA INC.  
TO DISMISS THE FORMAL COMPLAINT FILED BY JACQUELINE MARIE CRABB  
OR, IN THE ALTERNATIVE, TO JOIN INDISPENSABLE PARTY OR TO  
CONSOLIDATE PROCEEDINGS**

---

Verizon Pennsylvania Inc. ("Verizon PA" or "Company"), by its attorneys in this proceeding, Hawke McKeon Sniscak & Kennard LLP, and pursuant to 52 Pa. Code § 5.101, hereby files this Motion to Dismiss the Formal Complaint filed by Jacqueline Marie Crabb ("Complainant") as to Verizon PA on the basis that the Complaint is insufficient as to substance because it does not allege any "act or thing done or omitted to be done or about to be done or omitted to be done" by Verizon PA "in violation, or claimed violation, of a statute which the

Commission has jurisdiction to administer, or of a regulation or order of the Commission.” 52 Pa. Code § 5.22(a)(4). In the alternative, and pursuant to 52 Pa. Code § 5.103, Verizon PA files this Motion to join PECO Energy (“PECO”) as an indispensable party to this proceeding or to consolidate this proceeding with the related proceeding against PECO at Commission Docket No. C-20055727. In support thereof, Verizon PA avers and represents as follows:

---

**MOTION TO DISMISS**

---

1. Complainant is not currently a Verizon PA customer; her prior Verizon PA service under telephone number 610-642-6045 was terminated for non-payment on May 19, 2004, and a second account providing service to her residence in the name of Richard E. Crabb under telephone number 610-645-9791, for which Complainant was the responsible billing party, was terminated for non-payment on June 27, 2002. Based upon the contact information listed by Complainant on the Formal Complaint form, Complainant currently receives telephone service from Omnipoint Communications under telephone number 484-744-7339.

2. On December 12, 2005, Complainant filed a Formal Complaint against PECO Energy, Aqua Pennsylvania and Verizon PA; the Complaint against Verizon PA was assigned Docket No. 20055729.<sup>1</sup>

3. Concurrently with this Motion, Verizon PA has filed an Answer to the Formal Complaint filed at Docket No. C-20055729, which Answer is incorporated herein as if set forth in full.

---

<sup>1</sup> This Formal Complaint as against PECO Energy was assigned Commission Docket No. C-20055727. Verizon PA is without knowledge as to whether this Complaint as against Aqua Pennsylvania was assigned a docket number.

4. The Commission's Rules of Administrative Practice and Procedure permit the filing of preliminary motions. 52 Pa. Code § 5.101. Specifically, 52 Pa. Code § 5.101(a)(3) permits a party to file a motion "to dismiss a pleading that is insufficient as to substance." In filing a preliminary motion, the moving party may not rely on its own factual assertions, but must accept, for the purpose of disposition of the motion, all well-pleaded material facts of the other party, as well as every inference reasonably deductible from those facts. The motion is granted only if the moving party prevails as a matter of law. The Commission's Regulations require a Formal Complaint to set forth "[t]he act or thing done or omitted to be done or about to be done or omitted to be done by the respondent in violation, or claimed violation, of a statute which the Commission has jurisdiction to administer, or of a regulation or order of the Commission." 52 Pa. Code § 5.22(a)(4).

5. Even assuming all of the allegations set forth in the Formal Complaint filed at Docket No. C-20055729 are true, Complainant has not set forth any disputes against Verizon PA whatsoever. All of the allegations set forth in the Formal Complaint involve Complainant's PECO service.

6. Complainant raises the following issues in her Formal Complaint: a) high bills for services provided to her by PECO beginning in 2002; b) suspension and/or termination of her PECO service in 2003 and 2004; c) contacts and payment arrangements made with PECO; and d) charges billed to her by PECO in 2005 when Complainant claims no one was living in the home. Similarly, the documents Complainant attached to her Formal Complaint involve allegations that only involve Complainant's PECO service or her water service provided by Aqua Pennsylvania. The only mention of Verizon PA in the Formal Complaint is in

Complainant's request for relief wherein she requests to have new service established by Verizon PA.

7. Complainant's Verizon PA service under telephone number 610-645-6054 was terminated in May of 2004 for non-payment. Verizon PA service provided to Complainant's residence in the name of Richard E. Crabb under the telephone number 610-645-9791 for which Complainant was the responsible billing party was terminated for non-payment in July of 2002. The Formal Complaint does not allege that these terminations were in any way improper, nor does it raise any other issue regarding Complainant's Verizon PA service or the service provided to her residence in the name of Richard E. Crabb for which Complainant was the billing party. Therefore, no hearing is required to decide issues that involve Verizon PA.

8. For all of the reasons stated above, the Formal Complaint filed against Verizon PA at Docket No. C-20055729 should be dismissed or denied in its entirety as to Verizon PA.

---

**MOTION TO JOIN INDISPENSABLE PARTY OR TO  
CONSOLIDATE PROCEEDINGS**

---

Should the Commission deny Verizon PA's Motion to dismiss the Formal Complaint filed at Docket No. C-20055729 as to Verizon PA, the Company files the following Motion to join PECO as an indispensable party to this proceeding or to consolidate this proceeding with the related proceeding against PECO at Docket No. C-20055727.

1. Verizon PA incorporates by reference its Motion to dismiss set forth above.
2. An indispensable party is one whose interest in the subject matter of the proceeding and the relief sought is so bound up with the other parties to the proceeding that their presence as a party is a necessity, without which the Commission cannot proceed. Kendig v.

Dean, 97 U.S. 423, 24 L.Ed. 1061 (1878). In addition, a party is indispensable when his/her rights are so connected with the claim of the litigants that no decree can be made without impairing those rights. Tigue v. Basalyga, 451 Pa. 436, 304 A.2d 119 (1973).

3. The Formal Complaint raises only issues involving Complainant's PECO services, and on the basis of these allegations, requests to have new Verizon PA service established.

4. The participation of PECO is both necessary and required in this proceeding because only PECO can respond to Complainant's allegations involving her PECO account.

5. Verizon PA does not have, nor does it have access to, information regarding PECO's billing of Complainant's account, the contacts and arrangements Complainant made with the PECO, the suspension and termination of her PECO account, or how events allegedly occurring with her PECO account could be related to her prior Verizon PA service.

6. PECO's participation in this proceeding is necessary in order to create a complete record with respect to the facts at issue in this case and to afford PECO its due process rights. For these reasons, Verizon PA requests that PECO be joined as an indispensable party to this case and that PECO be directed to actively participate in this proceeding.

7. Alternatively, this proceeding should be consolidated with the related proceeding against PECO at Commission Docket No. C-20055727.

8. The Commission's regulation at 52 Pa. Code § 5.81 permits consolidation of cases involving common questions of law or fact. Consolidation is appropriate here because the Formal Complaint is exactly the same in both docket numbers, and therefore, involves common questions of law and fact.

WHEREFORE, for all the reasons set forth above, Verizon Pennsylvania Inc. requests that the Formal Complaint filed by Jacqueline Marie Crabb and assigned Commission Docket

No. C-20055729 be dismissed or denied in its entirety as against Verizon Pennsylvania Inc. on the basis that the Formal Complaint is insufficient as to form because it raises no claims regarding Complainant's prior Verizon Pennsylvania Inc. service. In the alternative, Verizon Pennsylvania Inc. requests that PECO Energy be joined as an indispensable party and be required to participate in this proceeding or that this proceeding be consolidated with the related proceeding against PECO Energy at Commission Docket No. C-20055727.

Respectfully submitted,



Katherine E. Lovette

Janet L. Miller

Hawke McKeon Sniscak & Kennard LLP

Harrisburg Energy Center

100 North Tenth Street

P.O. Box 1778

Harrisburg, PA 17105

(717) 236-1300

DATED: January 25, 2006

Counsel for Verizon Pennsylvania Inc.

**CERTIFICATE OF SERVICE**

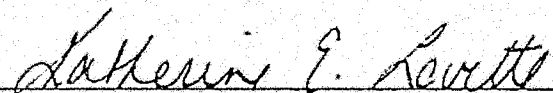
I hereby certify that I have this day served a true and correct copy of the foregoing document upon the persons and in the manner indicated below.

Service by first class mail:

Jacqueline Marie Crabb  
23 School Lane  
P.O. Box 253  
Ardmore, PA 19003

Lisa Lutz, Esq.  
2301 Market Street  
Suite 23-1  
Box 8699  
Philadelphia, PA 19101-8699

*Counsel for PECO Energy*

  
Katherine E. Lovette

DATE: January 25, 2006

2006 JAN 25 PM 4:13  
SECRETARY'S BUREAU

**H**awke  
 **M**ckeon  
  **S**niscak &  
   **K**ennard 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  
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William E. Lehman  
Rikardo J. Hull  
Katherine E. Lovette

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

January 25, 2006

**BY HAND DELIVERY**

James J. McNulty, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street - Filing Room  
P.O. Box 3265  
Harrisburg, PA 17105-3265

ORIGINAL

SECRETARY'S BUREAU

2006 JAN 25 PM 1:14

RE: Jacqueline Marie Crabb v. Verizon Pennsylvania Inc.; Docket No. C-20055729;  
ANSWER AND NEW MATTER OF VERIZON PENNSYLVANIA INC.

Dear Mr. McNulty:

Enclosed for filing with the Commission are an original and three (3) copies of Verizon Pennsylvania Inc.'s Answer and New Matter to the Formal Complaint filed in the above-captioned matter. A copy of this document has been served in accordance with the attached Certificate of Service.

If you have any questions with regard to this filing, please direct them to me. Thank you for your attention to this matter.

Very truly yours,

*Katherine E. Lovette*  
Katherine E. Lovette  
Counsel for Verizon Pennsylvania Inc.

DOCUMENT  
FOLDER

Enclosures

cc: Jacqueline Marie Crabb  
Lisa Lutz, Esq.

MAILING ADDRESS: P.O. BOX 1778 HARRISBURG, PA 17105

58

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

ORIGINAL

JACQUELINE MARIE CRABB,

Complainant

v.

VERIZON PENNSYLVANIA INC.,

Respondent

Docket No. C-20055729

SECRETARY'S BUREAU

2006 JAN 25 PM 4: 14

NOTICE TO PLEAD

TO: Jacqueline Marie Crabb  
23 School Lane  
P.O. Box 253  
Ardmore, PA 19003

Pursuant to 52 Pa. Code §5.62, you are hereby notified that, if you do not file a written response to the enclosed New Matter within twenty (20) days from service of this notice, the facts set forth in the New Matter will be deemed to be admitted. All pleadings, such as a Reply to the enclosed New Matter, must be filed with the Secretary of the Public Utility Commission, with a copy served on the undersigned counsel for Verizon Pennsylvania Inc.

*Katherine E. Lovette*

Katherine E. Lovette  
Janet L. Miller  
Hawke McKeon Sniscak & Kennard LLP  
Harrisburg Energy Center  
100 North Tenth Street  
PO Box 1778  
Harrisburg, PA 17105-1778  
717-236-1300

Counsel for Verizon Pennsylvania Inc.

DATED: January 25, 2006

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

**CIVIL**  
SECRETARY'S BUREAU  
2006 JUN 25 PM 4:14

JACQUELINE MARIE CRABB,

Complainant

v.

Docket No. C-20055729

VERIZON PENNSYLVANIA INC.,

Respondent

**DOCUMENT  
FOLDER**

**DOCKETED**  
FEB 2 2006

---

**ANSWER AND NEW MATTER OF VERIZON PENNSYLVANIA INC.  
TO THE FORMAL COMPLAINT FILED BY  
JACQUELINE MARIE CRABB**

---

Verizon Pennsylvania Inc. ("Verizon PA" or "Company"), by and through its attorneys in this proceeding, Hawke McKeon Sniscak & Kennard LLP, hereby submits its Answer and files New Matter in response to the Formal Complaint filed by Jacqueline Marie Crabb ("Complainant"). In support thereof, Verizon PA responds and avers as follows:

---

**ANSWER**

---

1. ADMITTED in part; DENIED in part. Verizon PA ADMITS the Company provided residential telephone service to Complainant's residence at 23 School Lane in Ardmore, Pennsylvania under telephone account number 610-642-6054 until May 19, 2004 when the account was terminated for non-payment. Verizon PA ADMITS the Company provided residential telephone service to Richard E. Crabb under telephone account number 610-645-9791 and that

Jacqueline Marie Crabb was the responsible billing party on the account. Verizon PA AVERS the 610-645-9791 account was terminated for non-payment on June 27, 2002. Verizon PA AVERS the Company does not currently provide service to Complainant and that it appears she currently receives local telephone service from Omnipoint Communications, a competitive local exchange carrier. Verizon PA is without sufficient knowledge or information to respond to Complainant's statements regarding the account numbers for utility service provided to her by PECO Energy and Aqua Pennsylvania. These statements are therefore DENIED.

2. ADMITTED in part; DENIED in part. Verizon PA ADMITS the account numbers under which the Company provided service to Complainant were 610-642-6054 and 610-645-9791. Verizon PA AVERS that its proper corporate name is "Verizon Pennsylvania Inc." Verizon PA is without sufficient knowledge or information regarding the names or account numbers associated with Complainant's other utility services. These statements are therefore DENIED.

3. ADMITTED in part; DENIED in part. Verizon PA ADMITS the Company is a telephone utility; Verizon PA DENIES the Company is an electric, gas or water utility.

4. A. ADMITTED in part; DENIED in part. Verizon PA ADMITS the Company sent Complainant notices prior to terminating her telephone account and the account providing service to her address in the name of Richard E. Crabb for which Complainant was the responsible billing party. Verizon PA service was being terminated for non-payment. Complainant's statements regarding her request for a new account and how she would like PECO Energy to bill her new account are a request for relief to which no response is required. To the extent a response is deemed to be necessary, these statements are DENIED.

B. Verizon PA is without sufficient knowledge or information to respond to the statements made in paragraph 4B regarding Complainant's PECO Energy service, her

contacts, payment arrangements, and/or disputes regarding her PECO Energy service. These statements are therefore DENIED.

5. The statements made in paragraph 5 are a request for relief or represent Complainant's beliefs, opinions or conclusions to which no response is required. To the extent a response is deemed to be necessary, these statements are DENIED.

6. Verizon PA ADMITS Complainant's statement in paragraph 6 that there is no "Protection from Abuse" order in place for her personal safety. Complainant's statements in paragraph 6 regarding her prior payment agreements represent her beliefs, opinions or conclusions to which no response is required. To the extent a response is deemed to be necessary, these statements are DENIED.

7. To the extent the underline markings and check mark in the "Yes" box in paragraph 7 are a statement that Complainant has spoken to representatives of the utilities that provide her with electric, natural gas, and/or water services about her complaint, Verizon PA is without sufficient knowledge or information to respond to this statement. This statement is therefore DENIED. To the extent Complainant intends the statements made in paragraph 7 to mean she has spoken to a representative of Verizon PA regarding this complaint, this statement is DENIED.

8. Verizon PA is without sufficient knowledge or information to respond to the documents attached to the Formal Complaint. Verizon PA AVERS none of these documents raises claims with respect to Complainant's prior Verizon PA telephone accounts. These statements are therefore DENIED.

DOCUMENT  
FOLDER

---

NEW MATTER

---

**DOCKETED**  
FEB 2 2006

Pursuant to 52 Pa. Code §5.62(b), Verizon PA avers by way of New Matter as follows:

1. Verizon PA established telephone service for Complainant on December 1, 1979 under telephone number 610-642-6054. This account was terminated for non-payment on May 19, 2004. Verizon PA established telephone service at Complainant's address under the name of Richard E. Crabb under telephone number 610-645-9791 on March 12, 2001. Complainant was listed as the responsible billing party for this account, which was terminated for non-payment on June 27, 2002.

2. On May 16, 2003 Complainant filed an Informal Complaint (No. 1330660) with the Commission's Bureau of Consumer Services ("BCS") regarding the 610-645-6045 account alleging that she was receiving suspicious calls and disputing her bill.

3. In response to the Informal Complaint, Verizon PA reported to the BCS that the Company's Unlawful Call Center attempted to resolve Complainant's claim of "suspicious calls" but was unsuccessful in contacting Complainant. The Unlawful Call Center unsuccessfully attempted to contact Complainant by telephone five times in March of 2003 and mailed a letter to Complainant on March 11, 2003 requesting that she call the Unlawful Call Center at the toll free number printed on the letter. Complainant did not contact the Unlawful Call Center as requested.

4. On or about September 9, 2003, the BCS issued a written decision on Informal Complaint No. 1330660 directing Complainant to make monthly payments of \$15.00 in addition

to her current charges, beginning with the September 22, 2003 bill, in order to avoid suspension or termination of her basic telephone services. The decision also directed Complainant to pay her outstanding final bills in full in order to avoid further collection activity and to have toll and nonbasic services restored.

5. Complainant did not comply with the BCS decision. In fact, Complainant made no payments on account No. 610-645-6054 from August 26, 2003 until February 24, 2004, when she made a payment of \$54.61. No additional payments were made on the account.

6. Complainant is responsible for the following outstanding, unpaid final bills:


- a) a basic final bill for telephone account no. 610-645-6054 issued June 2, 2004 in the amount of \$400.06
- b) a non-basic final bill for telephone account number 610-645-6054 issued March 3, 2004 in the amount of \$49.74.
- c) a final bill for telephone account number 610-645-9791 issued July 12, 2002 in the amount of \$174.21.

WHEREFORE, for all of the reasons set forth in this Answer and New Matter, and in accordance with the Commission's Regulations, Verizon Pennsylvania Inc. requests that the Commission issue an order:

- a) dismissing or denying the Formal Complaint filed at Docket No. C-20055729 in its entirety;
- b) directing Complainant to pay all amounts owed to Verizon Pennsylvania Inc. for telephone service provided to her residence or in her name; and

- c) directing that Verizon Pennsylvania Inc. is not required to provide new telephone service to Complainant or to any location for Complainant's benefit unless and until all outstanding balances are paid in full.

Respectfully submitted,

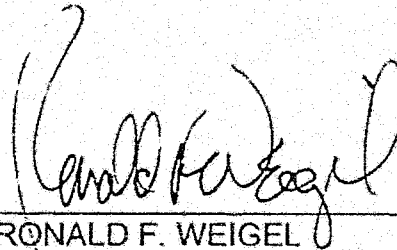
  
Katherine E. Lovette  
Janet L. Miller  
Hawke McKeon Sniscak & Kennard LLP  
Harrisburg Energy Center  
100 North Tenth Street  
P.O. Box 1778  
Harrisburg, PA 17105  
717-236-1300

DATED: January 25, 2006

Counsel for Verizon Pennsylvania Inc.

**AFFIDAVIT**

I, **RONALD F. WEIGEL**, Director – Government Relations of Verizon Pennsylvania, am authorized to make this affidavit on its behalf, and I verify that the information provided in the foregoing document(s) is true and correct to the best of my knowledge, information and belief. I understand that false statements therein are made subject to the penalties of 18 Pa. C.S. §4904, relating to unsworn falsifications to authorities.



RONALD F. WEIGEL  
Director – Government Relations

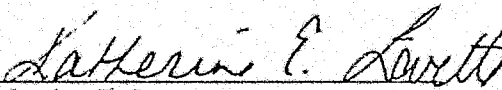
2006 JAN 25 PM 4: 14  
SECRETARY'S BUREAU

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true and correct copy of the foregoing document upon the person and in the manner indicated below.

Service by First Class Mail:

Jacqueline Marie Crabb  
23 School Lane  
P.O. Box 253  
Ardmore, PA 19003

  
Katherine E. Lovette

DATED: January 25, 2006

SECRETARY'S BUREAU

2006 JUN 25 PM 4: 14

7: 00



COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
Administrative Law Judge  
P.O. BOX 3265, HARRISBURG, PA 17105-3265  
February 3, 2006

IN REPLY PLEASE  
REFER TO OUR FILE

Re: C-20055729

(SEE LETTER DATED 2/2/06)

C-20055729 - Jacqueline Marie Crabb v. Verizon Pennsylvania Inc.

Billing Dispute

Motion Judge Assignment Notice

This is to inform you that a preliminary motion was filed on the above-captioned case. This motion is being assigned to Chief Administrative Law Judge Veronica A. Smith for ruling. The Commission rule of practice at 52 Pa. Code §5.101 specifies that the person who filed the complaint has ten (10) days from the date the motion was served on you to file an answer.

If you file any pleading or document relating to this motion with the Secretary of the Commission, please provide a duplicate copy to the judge.

Procedural questions or comments should be directed to the judge at:

717-787-5452

pc: SA Rumsey  
Cherie Pyle, Scheduling Officer  
Beth Plantz  
Docket Section

DOCUMENT  
FOLDER

**DOCKETED**  
FEB 13 2006

GOP

February 3, 2006

James McNulty, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street, Second Floor  
Harrisburg, PA 17120

RECEIVED  
2006 FEB -9 AM 8:55  
SECRETARY'S BUREAU

DOCUMENT  
FOLDER

RE: Jacqueline Marie Crabb v. PECO Energy Company  
PUC Docket No. C-20055727  
PUC C-20055729 v. Verizon Pennsylvania Inc.

Dear Mr. McNulty:

In reply to the letters from Peco Energy Company, Lisa A. Lutz and Verizon Pennsylvania Company, Katherine E. Lovette. I disagree with their findings.

Exelon had not been my energy source and with Verizon Pennsylvania, my account numbers with them had not been 610-645-6054. My average bill with Verizon should have been \$20.00. The monthly bills always included additional \$34.00. The disconnection date stated is incorrect.

I'm requesting to have service restored and to start me with new account numbers with my given name. I am a victim of identity theft and fraud, my accounts have been compromised.

Please schedule a hearing as soon as possible and I would like to have separate meetings with each company involved.

Very truly yours,  
*Jacqueline Marie Crabb (me)*  
(Mrs.) Jacqueline Marie Crabb  
23 School Lane P.O. Box 253  
Ardmore, PA 19003

cc: Lisa Lutz, Esq.  
Katherine E. Lovette, Esq.

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