

DOCUMENT  
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BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Beverly Shea	:	C-20016333
Dorothy Herring	:	C-20016334
Julius Barkis	:	C-20016335
Evelyn G. Zumas	:	C-20016336
James & Alexia Kunkle	:	C-20016337
Robert & Alyse Iocco	:	C-20016338
James & Sarah Norwine	:	C-20016339
Marjorie Brown	:	C-20016340
v.	:	
Verizon Pennsylvania Inc.	:	

**DOCKETED**  
DEC 06 2001

INTERIM ORDER  
SETTING SETTLEMENT CONFERENCE

On or about October 25, 2001, the eight (8) above-captioned complainants ("Complainants") filed complaints against Verizon Pennsylvania Inc. ("Respondent"), at the above-captioned Docket Numbers. On or about November 19, 2001, Respondent filed answers to the complaints and a Motion to Consolidate the formal complaint proceedings.

Based upon a review of the pleadings, the parties are hereby directed to attempt to settle these matters. Respondent shall contact Complainants, on or before December 18, 2001, concerning a time, date and place for Respondent and Complainants to hold a conference. The conference shall take place on or before January 2, 2002.

Within ten (10) days following the conference, Respondent shall file a short report with Bruce Bigelow, Mediator ("Mediator"), setting forth:

(a) The time, date and place of the settlement conference;

(b) Who participated for each party;

(c) A statement whether a full settlement, including withdrawal of complaints, was achieved, and, if not, whether the parties consent to have all, or any, of these cases set for mediation by the mediation staff of the Commission; and

(d) A statement of any issues which have been resolved, if a full settlement was not achieved.

If an agreement has not been reached, and the parties do not consent to mediate, the parties are entitled to have a hearing. A hearing is a formal procedure in which an administrative law judge will make a decision to resolve the case. Mediation is an informal procedure in which the parties themselves attempt to resolve the case through a voluntary agreement. The mediator is a neutral person who helps the parties in their efforts to come to an agreement. The Commission encourages mediation.

If it is not possible to have the conference by the date set for that purpose, Respondent shall file a report with the Mediator, on or before ten (10) days following the conference due date, giving the reason(s) why the due date could not be met.

In either situation, a report must be filed with the Mediator by the applicable due date set forth above.

If you have any questions, you should contact the Mediator. His address and phone number are:

Mediator Bruce Bigelow  
P. O. Box 3265  
Harrisburg, PA 17105-3265  
(717) 783-5413  
Email: bigelow@puc.state.pa.us

Robert A. Christianson  
ROBERT A. CHRISTIANSON  
Chief Administrative Law Judge

Date: 12/5/01

COMMONWEALTH OF PENNSYLVANIA  
PUBLIC UTILITY COMMISSION

DOCUMENT  
FOLDER

DATE: April 17, 2002

SUBJECT: Beverly Shea, et al, v. Verizon Pennsylvania Inc.  
C-20016333 & C-20016340

TO: Commission Document Folder

FROM: Bruce Bigelow  
Mediator

The above-captioned case is still undergoing mediation-process review and progress reports are being made.

pc: OALJ file

INDEXED  
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APR 22 2002

COMMONWEALTH OF PENNSYLVANIA  
PUBLIC UTILITY COMMISSION

DATE: July 9, 2002  
SUBJECT: Beverly Shea v. Verizon Pennsylvania Inc.  
C-20016333  
TO: Commission Document Folder  
FROM: Bruce Bigelow  
Mediator

**DOCKETED**  
JUL 12 2002

The above-captioned case is still undergoing mediation-process review and progress reports are being made.

pc: OALJ file

DOCUMENT  
FOLDER

BTL

**Malatesta**  
**Hawke &**  
**McKeon LLP**  
ATTORNEYS AT LAW

Joseph J. Malatesta, Jr.  
William T. Hawke  
Kevin J. McKeon  
Louise A. Knight  
Thomas J. Sniscak  
Norman James Kennard  
Lillian Smith Harris  
Scott T. Wyland  
Todd S. Stewart  
Craig R. Burgraff  
Janet L. Miller  
William E. Lehman  
Steven K. Haas

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

October 28, 2002

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

**ORIGINAL**

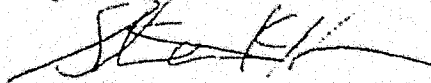
Re: Beverly Shea v. Verizon Pennsylvania Inc.; Docket No. C-20016333;  
**CERTIFICATE OF SATISFACTION**

Dear Secretary McNulty:

Enclosed for filing with the Commission are the original and three (3) copies of a Certificate of Satisfaction in connection with the above-referenced case. This Certificate indicates that Verizon Pennsylvania Inc. ("Verizon PA") has satisfied the Formal Complaint filed at Docket No. C-20016333. Unless Ms. Shea files an objection to the enclosed Certificate of Satisfaction within ten (10) days, the Formal Complaint filed at Docket No. C-20016333 should be withdrawn and the Commission's file closed.

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

Regards,



Steven K. Haas  
Counsel for Verizon Pennsylvania Inc.

SKH/kml  
Enclosures

cc: Beverly Shea  
Bruce Bigelow  
Bonnie Troutman

**DOCUMENT  
FOLDER**

SECRETARY'S BUREAU  
OCT 29 PM 4:11

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

89

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

BEVERLY SHEA,

Complainant

v.

Docket No. C-20016333

VERIZON PENNSYLVANIA INC.,

Respondent.

DOCUMENT  
FOLDER

CERTIFICATE OF SATISFACTION

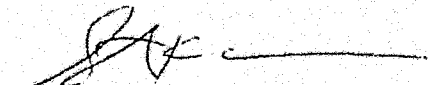
SECRETARY'S BUREAU

02 OCT 28 PM 4:11

I, Steven K. Haas, an attorney with Malatesta Hawke & McKeon LLP, representing Verizon Pennsylvania Inc. ("Verizon PA") in this matter, hereby certify that the Formal Complaint filed on October 26, 2001 by Beverly Shea with the Pennsylvania Public Utility Commission against Verizon Pennsylvania Inc., and docketed at Complaint Docket No. C-20016333, has been satisfied.

This Certificate of Satisfaction is provided pursuant to 52 Pa. Code §5 24(b). Unless Ms. Shea files an objection to this Certificate within ten (10) days of its filing, the Formal Complaint filed at Docket No. C-20016333 shall be withdrawn and the Commission's file closed.

DOCKETED  
OCT 31 2002

  
\_\_\_\_\_  
Steven K. Haas  
Malatesta Hawke & McKeon LLP  
Harrisburg Energy Center  
100 North Tenth Street  
P.O. Box 1778  
Harrisburg, PA 17105-1778  
717-236-1300

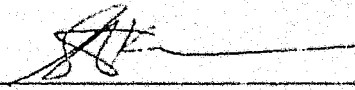
DATED: October 28, 2002

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:

Beverly Shea  
2033 Quarter Mile Road  
Bethlehem, PA 18015

  
\_\_\_\_\_  
Steven K. Haas

DATE: October 28, 2002

SECRET  
OCT 28 PM 4:11  
SECRETARY'S BUREAU

COMMONWEALTH OF PENNSYLVANIA  
PUBLIC UTILITY COMMISSION

**DATE:** October 30, 2002  
**SUBJECT:** C-20016333  
Beverly Shea v. Verizon Pennsylvania Inc  
**TO:** Wanda Zeiders  
Docket Management  
**FROM:** Dawn M. Reitenbach, Support Staff  
Office of Administrative Law Judge

On October 30, 2002, a Certificate of Satisfaction was filed in the above-captioned proceeding. If no objection is filed to this certificate within 10 days of service, this proceeding will be closed.

All parties should be notified that the case is closed and a copy of that notification placed in the document folder.

Attachment

pc: ALJ (None Assigned)  
Bruce Bigelow  
Elzy Ditzler  
Beth Plantz  
Case File

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FOLDER

**DOCKETED**  
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SECRETARY'S BUREAU

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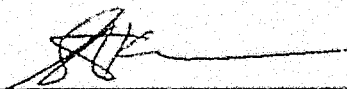
RECEIVED

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:

Beverly Shea  
2033 Quarter Mile Road  
Bethlehem, PA 18015

  
\_\_\_\_\_  
Steven K. Haas

DATE: October 28, 2002



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

IN REPLY PLEASE  
REFER TO OUR FILE

November 21, 2002

C-20016333

BEVERLY SHEA  
2033 QUARTER MILE ROAD  
BETHLEHEM PA 18015

**DOCKETED**

NOV 21 2002

BEVERLY SHEA  
v.  
VERIZON PENNSYLVANIA INC

**DOCUMENT**

TO WHOM IT MAY CONCERN:

Please be advised that the Commission has marked closed the above-entitled proceeding.

Very truly yours,

James J. McNulty  
Secretary

nvl

cc: All parties of Record  
Office of ALJ