

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

SALLY & TIMOTHY DINGMAN

v.

VERIZON PENNSYLVANIA INC.

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:
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:
:

C-20066955

INTERIM ORDER
SETTING RESOLUTION CONFERENCE

On or about October 6, 2006, Sally & Timothy Dingman ("Complainants") filed a complaint against Verizon Pennsylvania Inc. ("Respondent"), at the above-captioned docket number. On or about November 20, 2006, Respondent filed an answer to the complaint.

Based upon a review of the information contained in this material, I direct the parties to attempt to resolve this matter themselves. Respondent shall contact Complainants no later than December 11, 2006, to set a mutually convenient time, date and place for Respondent and Complainants to hold a conference about resolving the case. The conference must take place no later than December 26, 2006, unless this is not possible.

Within ten (10) days following the conference, Respondent shall file a short report with Herbert R. Nurick ("Mediator"), setting forth:

- (a) The time, date and place of the conference;
- (b) Who participated for each party;
- (c) A statement whether a full resolution, including withdrawal of complaint, was achieved, and, if not, whether the parties consent to have this case set for mediation by the mediation staff of the Commission; and
- (d) A statement of any issues which have been resolved, if a full resolution was not achieved.

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The Commission encourages mediation if the parties cannot reach an agreement through the resolution conference. Mediation is an informal process in which the parties attempt to resolve the case with the help of a mediator. The mediator is a neutral staff member of the Commission who does not give advice, represent any party, evaluate or make a decision. Instead, the mediator assists the parties in their efforts to come to an agreement.

If the parties do not reach an agreement on their own, and do not consent to mediate, they are entitled to the hearing process. The hearing process usually includes the presentation of oral testimony and other evidence before a Commission administrative law judge, who will then consider the case and make a written decision to resolve it.

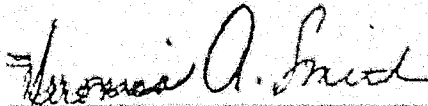
If it is not possible to have the conference by the date set for that purpose, Respondent shall file a report with the Mediator, on or before ten (10) days following the conference due date, giving the reason(s) why the due date could not be met.

In either situation, Respondent must file a report 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:

Herbert R. Nurick
P. O. Box 3265
Harrisburg, PA 17105-3265
Telephone: (717) 783-5428
Email: hnurick@state.pa.us

Date: November 27, 2006


VERONICA A. SMITH
Chief Administrative Law Judge

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

DATE: January 12, 2007
SUBJECT: Sally & Timothy Dingman v. Verizon Pennsylvania Inc.
C-20066955
TO: Commission Document Folder
FROM: Herbert R. Nurick *hrn*
Mediator

Pursuant to Chief Administrative Law Judge Smith's Interim Order, dated November 27, 2006, a report has been submitted to the Mediation Unit.

Please include this memo in the official Commission document folder.

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pc: OALJ File
Mediator Nurick
Beth Plantz
Docketing

DOCKETED
JAN 26 2007

RECEIVED

JAN 19 2007

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

BA



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
Office of Administrative Law Judge
P.O. BOX 3265, HARRISBURG, PA 17105-3265
January 23, 2007

IN REPLY PLEASE
REFER TO OUR FILE

In Re: C-20066955

(SEE ATTACHED LIST)

Sally & Timothy Dingman v. Verizon Pennsylvania Inc.
Billing Dispute / Reliability, Safety & Quality Issues

Telephone Hearing Notice

This is to inform you that a hearing by telephone on the above-captioned case will be held as follows:

Type: Initial Telephonic Hearing
Date: Thursday, March 15, 2007
Time: 10:00 a.m.
Presiding: Administrative Law Judge Mark A. Hoyer
1103 Pittsburgh State Office Building
300 Liberty Avenue
Pittsburgh, PA 15222
Telephone: 412-565-3550
Fax: 412-565-5692

If you have not provided a current telephone number where you can be reached for participation in the hearing OR YOUR AREA CODE HAS CHANGED, then you must contact the presiding officer at least 7 days before the actual hearing and provide the necessary information.

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FEB 6 2007

BTL

At the above date and time, the Presiding Officer will contact the parties as follows:

Sally & Timothy Dingman 724-532-3030
William E. Lehman, Esquire 717-236-1300

If you have any hearing exhibits to which you will refer during the hearing, 3 copies must be sent to the Administrative Law Judge and 1 copy each must be sent to every other party. All copies must be received at least 5 days before the hearing.

Attention: You may lose the case if you do not take part in this hearing and present facts on the issues raised.

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

If you are a person with a disability, and you wish to attend the hearing, we may be able to make arrangements for your special needs. Please call the scheduling office at the Public Utility Commission at least (2) two business days prior to your hearing:

- Scheduling Office: 717-787-1399
- AT&T Relay Service number for persons who are deaf or hearing-impaired: 1-800-654-5988

pc: Judge Hoyer
Stacy Nolan, Scheduling Officer
Beth Plantz
Docket Section
Calendar File