

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: 10/06/06
8. DOCKET NO: C-20066940	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: KETT, CHRISTINE

RESPONDENT/APPLICANT: VERIZON PENNSYLVANIA INC

COMP/APP COUNTY: MONTGOMERY

UTILITY CODE: 310200

ALLEGATION OR SUBJECT

COMPLAINANT STATES THERE IS A RELIABILITY, SAFETY OR QUALITY PROBLEM WITH HER UTILITY SERVICE. HER PHONE SERVICE IS CONSISTENTLY INTERRUPTED OR RECEPTION ON PHONE LINE IS POOR AFTER EACH HEAVY RAIN.

DOCUMENT  
FOLDER

DOCKETED  
OCT 13 2006

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

C-20066940

Please print or type.

1. CUSTOMER NAME (COMPLAINANT)

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

Name Christine Kett

Street/P.O. Box 1200 Paper Mill Rd. Apt #

City Wyndmar State PA Zip 19038

County Montgomery

Area Code/HOME Phone (215) 836-9146

Area Code/WORK Phone (215) 885-0430 (Husband - John Kett)

Utility Account Number (215) 836-9146 (from your bill)

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

Name

Street/P.O. Box

City State Zip

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: Verizon

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER

(taxi, moving company, limousine)

TELEPHONE

(local, long distance)

6

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.  
(explain)

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.

Phone service is consistently interrupted or reception on phone line is poor after each heavy rain. Problem has been ongoing for at least the last 6 years despite numerous attempts by provider to rectify (supposedly) + repeated complaints on our behalf.

5. RELIEF

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

Force provider to follow-up on identifying and permanently repairing the source of the problem. In the past, + even where the most recent problem is concerned, Verizon repairs the problem, or the problem takes care of itself once the weather dries out. However, it is apparent the problem is not being identified + repaired permanently as it continues to occur.

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.

Has a court granted a "Protection from Abuse" order for your personal safety?

YES

NO  N/A

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  N/A

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 Christine Kett, 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).

Christine Kett  
(Signature)

9/27/06  
(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
----------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------

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.**



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

IN REPLY PLEASE  
REFER TO OUR FILE

DATE SERVED: OCTOBER 16, 2006

C-20066940

LEIGH A. HYER  
VERIZON PENNSYLVANIA INC  
FLOOR 10W  
1717 ARCH ST  
PHILADELPHIA PA 19103

DOCUMENT  
FOLDER

Dear Ms. Hyer:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by CHRISTINE KETT. 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.

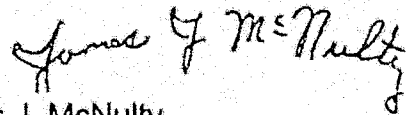
Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

OCTOBER 16, 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

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: OCTOBER 16, 2006

CHRISTINE KETT  
Complainant

v.

VERIZON PENNSYLVANIA, INC.  
Respondent

Complaint Docket  
No: C-20066940

DOCUMENT  
FOLDER

---

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

---

TO: VERIZON PENNSYLVANIA, INC.

**DOCKETED**  
OCT 13 2006

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).

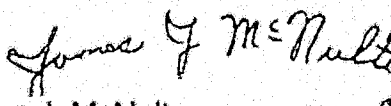
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa.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

Hawke  
□ McKeon  
□ □ Sniscak &  
□ □ □ Kennard 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  
Janet L. Miller  
Steven K. Haas  
William E. Lehman  
Rikardo J. Hull  
Katherine E. Lovette  
Amy A. Whitney

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

November 6, 2006

BY HAND DELIVERY

Eric Rohrbaugh, Esquire  
Office of Administrative Law Judge  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building - 2 West  
PO Box 3265  
Harrisburg, PA 17105-3265

RECEIVED  
NOV - 7 2006  
PA PUBLIC UTILITY COMMISSION

Re: Christine Kett Verizon Pennsylvania Inc.; Docket No. C-20066940;  
CONFIRMATION OF EXTENSION OF TIME WITHIN WHICH TO  
ANSWER COMPLAINT

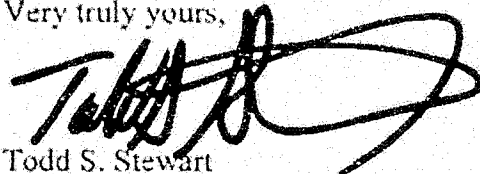
DOCUMENT  
FOLDER

Dear Mr. Rohrbaugh:

The purpose of this letter is to confirm that Verizon Pennsylvania Inc. has been granted a one week extension within which to file an answer in the above-captioned matter. An answer to the Complaint originally would have been due on November 6, 2006, but with the extension would now be due November 13, 2006. Ms. Kett has agreed to the one week extension.

If you have any questions concerning this matter, please do not hesitate to contact me.

Very truly yours,



Todd S. Stewart

BTL

Counsel for Verizon Pennsylvania Inc.

TSS/das

cc: Christine Kett

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



COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
Office of Administrative Law Judge  
P.O. BOX 3265, HARRISBURG, PA 17105-3265  
November 8, 2006

IN REPLY PLEASE  
REFER TO OUR FILE

In Re: C-20066940

TODD S STEWART ESQUIRE  
HAWKE MCKEON SNISCAK & KENNARD LLP  
100 NORTH TENTH STREET  
HARRISBURG PA 17101

Christine Kett  
v.  
Verizon Pennsylvania Inc.

DOCUMENT  
FOLDER

NOTICE

Please be advised that your request for extension of time to file an answer on the above-captioned complaint has been granted.

An answer must be filed on or before November 13, 2006. Failure to submit an answer by that date may result in the scheduling of a hearing.

If you have any questions regarding this response, please contact the scheduling office at (717) 787-1399.

pc: Mediator Bigelow  
Christine Kett  
Docket Section

**DOCKETED**  
DEC 01 2006

**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  
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Todd S. Stewart  
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Katherine E. Lovette  
Amy A. Whitney

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

November 6, 2006

**BY HAND DELIVERY**

Eric Rohrbaugh, Esquire  
Office of Administrative Law Judge  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building - 2 West  
PO Box 3265  
Harrisburg, PA 17105-3265

**DOCKETED**  
DEC 01 2006

Re: Christine Kett Verizon Pennsylvania Inc.; Docket No. C-20066940;  
**CONFIRMATION OF EXTENSION OF TIME WITHIN WHICH TO  
ANSWER COMPLAINT**

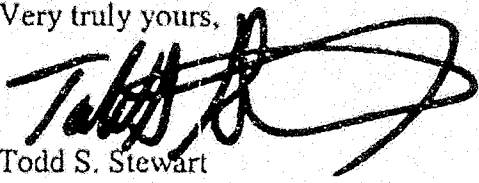
**DOCUMENT  
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Dear Mr. Rohrbaugh:

The purpose of this letter is to confirm that Verizon Pennsylvania Inc. has been granted a one week extension within which to file an answer in the above-captioned matter. An answer to the Complaint originally would have been due on November 6, 2006, but with the extension would now be due November 13, 2006. Ms. Kett has agreed to the one week extension.

If you have any questions concerning this matter, please do not hesitate to contact me.

Very truly yours,

  
Todd S. Stewart

Counsel for Verizon Pennsylvania Inc.

**RECEIVED**

NOV 08 2006

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU  
TSS/das

cc: Christine Kett

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

05 NOV -6 11 4: 9  
PA PUC

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

William T. Hawke  
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November 13, 2006

DOCUMENT  
FOLDER

**BY HAND DELIVERY**

Eric Rohrbaugh, Esquire  
Office of Administrative Law Judge  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building – 2 West  
PO Box 3265  
Harrisburg, PA 17105-3265

NOV 13 2006

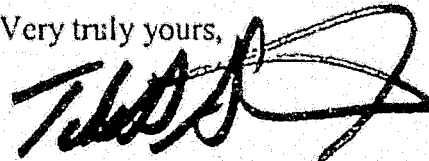
Re: Christine Kett Verizon Pennsylvania Inc., Docket No. C-20066940;  
**CONFIRMATION OF SECOND EXTENSION OF TIME WITHIN WHICH  
TO ANSWER COMPLAINT**

Dear Mr. Rohrbaugh:

The purpose of this letter is to confirm that Verizon Pennsylvania Inc. has been granted an additional week's extension within which to file an answer in the above-captioned matter. With the extension, Verizon PA's Answer to the Complaint will be due November 20, 2006.

If you have any questions concerning this matter, please do not hesitate to contact me.

Very truly yours,

  
Todd S. Stewart

**DOCKETED**  
APR 19 2007

Counsel for Verizon Pennsylvania Inc.

TSS/elb  
cc: Christine Kett

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

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

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

November 15, 2006

**VIA HAND DELIVERY**

James J. McNulty, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
PO Box 3265  
Harrisburg, PA 17105-3265

**ORIGINAL**

SECRETARY'S BUREAU

NOV 15 PM 3:45

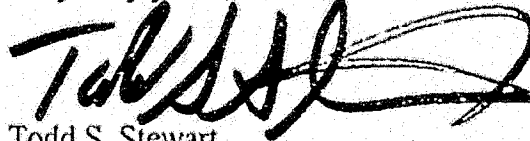
Re: Christine Kett v. Verizon Pennsylvania Inc.; Docket No. C-20066940; **MOTION OF VERIZON PENNSYLVANIA INC. FOR EXTENSION OF TIME WITHIN WHICH TO FILE ANSWER TO COMPLAINT**

Dear Secretary McNulty,

Enclosed for filing is an original and three (3) copies of Verizon Pennsylvania Inc.'s Motion for Extension of Time Within Which to File Answer to Complaint in the above-captioned matter.

If you have any questions regarding this filing, please do not hesitate to contact me.

Very truly yours,



Todd S. Stewart  
Counsel for Verizon Pennsylvania Inc.

**DOCUMENT  
FOLDER**

TSS/kml  
Enclosure

cc: Eric Rohrbaugh, Esquire  
Christine Kett

**BTL**

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

20

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

ORIGINAL

Christine Kett,  
Complainant

v.

Verizon Pennsylvania Inc.,  
Respondent

Docket No. C-20066940

NOTICE TO PLEAD

TO: Christine Kett  
1200 Paper Mill Road  
Wyndmoor, PA 19038

SECRETARY'S BUREAU

NOV 15 PM 3:45

Pursuant to 52 Pa. Code §§5.101 et seq. you are hereby notified that Verizon Pennsylvania Inc. has filed a Motion for Extension of Time Within Which to File Answer to Complaint, to which you may file an answer within ten (10) days unless otherwise provided in Chapter 5 of Title 52 of the Pennsylvania Code. Your failure to answer will allow the presiding officer to rule on the Motion without a response from you, thereby requiring no other proof. All Pleadings such as a reply to this document must be filed with the Secretary of the Pennsylvania Public Utility Commission, with a copy served on the undersigned counsel for Verizon Pennsylvania Inc



Todd S. Stewart  
Hawke McKeon Sniscak & Kennard LLP  
Harrisburg Energy Center  
100 North Tenth Street  
Post Office Box 1778  
Harrisburg, PA 17105  
(717) 236-1300  
tsstewart@hmsk-law.com

Counsel for Verizon Pennsylvania Inc.

DATED: November 15, 2006

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

**ORIGINAL**

Christine Kett,  
Complainant

v.

Verizon Pennsylvania Inc.,  
Respondent

Docket No. C-20066940

SECRETARY'S BUREAU  
NOV 15 2 12 PM '06

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**MOTION OF  
VERIZON PENNSYLVANIA INC.  
FOR EXTENSION OF TIME WITHIN WHICH  
TO FILE ANSWER TO COMPLAINT**

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NOW COMES Verizon Pennsylvania Inc. ("Verizon PA") by and through its counsel in the above-captioned matter, Hawke McKeon Sniscak & Kennard LLP, and hereby moves pursuant to 52 Pa Code § 5.101, for an extension of time within which to submit its Answer in the above-captioned proceeding. In support of its Motion, Verizon PA states and avers as follows:

1. On or about October 16, 2006, Verizon PA was served with the Complaint of Christine Kett ("Complainant") in the above-captioned matter. Verizon PA's Answer would have been due on or before November 6, 2006.

2. On November 6, 2006, counsel for Verizon PA contacted the Commission's Office of Administrative Law Judge and requested a one-week extension of time within which it was required to file an Answer, in order to allow it to discuss the possibility of settlement with the Complainant. That request was granted orally and was confirmed by letter from counsel

DOCUMENT  
FOLDER

**DOCKETED**  
NOV 16 2006

dated November 6, 2006. By Notice dated November 8, 2006, the Commission confirmed the grant of the extension of time.

3. On or about November 13, 2006, Verizon PA requested an additional week's extension of time from the Office of Administrative Law Judge in order to allow it to complete its discussions with the Complainant regarding the potential for settlement in the above-captioned matter, which request was granted orally by the Office of Administrative Law Judge and confirmed by letter from counsel for Verizon PA dated November 13, 2006.

4. Verizon PA's Answer to the Complaint presently would be due on or before November 20, 2006.

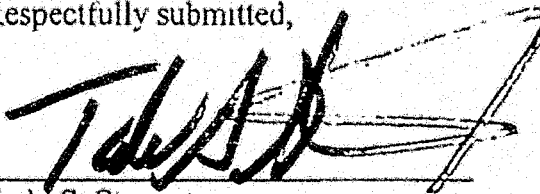
5. Counsel for Verizon PA and Ms. Kett have had an opportunity to discuss the settlement of the above-captioned matter. Verizon PA will perform certain work and Complainant would be allowed a certain amount of time within which to evaluate the efficacy of the work.

6. The case at hand would not be advanced by Verizon PA filing an Answer at this juncture when the parties have already agreed to a probable resolution of this matter. Rather, requiring Verizon PA to answer the Complaint simply adds to the expense of litigation and may in fact further delay the resolution of this matter. Verizon Pa submits that extending the time required for the answer is in the public interest since it will contribute to a settlement of this matter.

7. Accordingly, Verizon PA requests an extension of time within which to file an Answer in the above-captioned matter of at least three (3) months in order to allow it to complete the necessary work and to allow the Complainant adequate time to evaluate whether she is satisfied with the work performed.

WHEREFORE, Verizon PA respectfully requests and extension of at least three (3) months in which to answer the Complaint in the above-captioned matter.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'Todd S. Stewart', written over a horizontal line.

Todd S. Stewart  
Counsel for Verizon Pennsylvania Inc.

DATED: November 15, 2006

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true copy of the foregoing document upon the parties, listed below, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a party).

VIA FIRST CLASS MAIL

Christine Kett  
1200 Paper Mill Road  
Wyndmoor, PA 19038



Todd S. Stewart

Dated this 15<sup>th</sup> day of November, 2006.

2006/11/15 PM 3:46  
SECRETARY'S BUREAU