

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00	:	
2. BUREAU: ALJ	:	
3. SECTION(S):	:	4. PUBLIC MEETING DATE:
5. APPROVED BY:	:	00/00/00
DIRECTOR:	:	
SUPERVISOR:	:	
6. PERSON IN CHARGE:	:	7. DATE FILED: 04/06/04
8. DOCKET NO: C-20042785	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: YOUNG-NELSON, CYNTHIA

RESPONDENT/APPLICANT: VERIZON PENNSYLVANIA INC

COMP/APP COUNTY: DELAWARE

UTILITY CODE: 310200

ALLEGATION OR SUBJECT

COMPLAINANT STATES HER COMPLAINT IS A RESULT OF HIGH PHONE BILLS. VERIZON IS STILL HOLDING HER ACCOUNTABLE FOR THE RESULT OF AN ILLEGAL ACT OF OTHERS.

DOCUMENT  
FOLDER

**DOCKETED**  
APR 20 2004

C-20042785

Formal Complaint Form  
Pennsylvania Public Utility Commission

ORIGINAL  
SECRETARY'S BUREAU  
01:11:11  
11/10/10

Please Print: (you may also type your answers directly onto the form as it appears on your screen)

1. Your name, mailing address and telephone number:

Name Cynthia Young Nelson  
Street/P.O. Box 1601 Clifton Avenue Apt # \_\_\_\_\_  
City Sharon Hill State PA Zip 19079  
County Delaware Area Code/Home Phone 610 5865345  
Area Code/Work Phone N/A

2. Name of company your complaint concerns: Verizon

3. What is your complaint? (Use additional paper if need more space).  
see attach  
type Complaint paper

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

go to court

5. You must sign and date your complaint below.

The information I have placed on this form is true and correct to the best of my knowledge. I understand that I could be punished under Pennsylvania State Law if I purposely give false information.

Signature Cynthia Young Nelson Date 29 March 07  
Continued on next page

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

Lawyer's Name CC sent to Attorney

Street General office

City CC given to Delaware County Criminal State Investigation Zip Division

Area Code/Phone Number 215 560 2414

Joseph Ryan

610 891 4713

Mail to:  
Secretary  
Pennsylvania Public Utility Commission  
P. O. Box 3265  
Harrisburg, PA 17105-3265

For more information, please contact the Secretary's Bureau at 717-772-7777.

19 March 2004

Dear Sir, Madam:

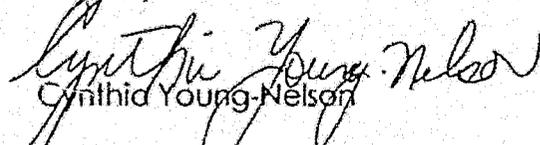
I am filing this complaint as a result of high phone bills. I have a deep concern regarding the morality and professionalism and business ethics of the Verizon Customer Relations Services located, 1717 Arch Street, Philadelphia PA 19103.

Approximately two (2) years ago I noticed I began getting high phone bills. I called Verizon numerous times to inquire why my monthly bills were so high, receiving many and varied explanations

December 2003, a neighbor asked if she could speak with me privately. She stated to me that another neighbor who lives at 1611 Clifton Avenue, Sharon Hill, Ms. Robin Spence had illegally hooked her phone line up to mine. In that we both were tenants of Delaware County Housing Authority, I spoke to the Director there, Janice Roberts about this matter. Ms. Roberts set up a tenants meeting for 3 Jan 2004, with herself, Robin Spence, and Nancy Forbes (Resident Care Worker) and myself, Cynthia Young-Nelson.

At the above mentioned meeting, Ms. Spence admitted to everyone there that she had a friend, Marvin Jones, who works for Verizon, hook up this illegal activity. She than apologized. Verizon is still holding me accountable for the result of this illegal act. It is unfair.

Sincerely,

  
Cynthia Young-Nelson

P.S. I have forwarded to Verizon all applicable papers regarding this matter. I have not received a reply as yet. I would like this matter to be resolved.

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

DATE SERVED: APRIL 21, 2004

C-20042785

JULIA A CONOVER ESQUIRE  
VERIZON PENNSYLVANIA INC  
FLOOR 32-N 1717 ARCH ST  
PHILADELPHIA PA 19103

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by CYNTHIA YOUNG-NELSON. 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.

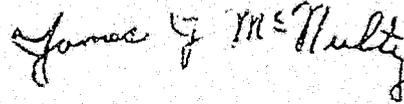
DOCUMENT  
FOLDER

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

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,

A handwritten signature in cursive script that reads "James J. McNulty".

James J. McNulty  
Secretary

JH

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: APRIL 21, 2004

CYNTHIA YOUNG-NELSON  
Complainant

VS.

VERIZON PENNSYLVANIA, INC.  
Respondent

Complaint Docket  
No: C-20042785

DOCUMENT  
FOLDER  
**DOCKETED**  
APR 20 2004

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FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

---

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,

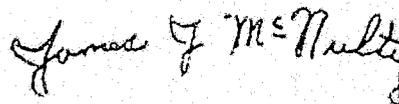
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265, an answer (original and three copies), in writing, under oath, which, as 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

Hawke

McKeon

Sniscak &

Kennard LLP

ATTORNEYS AT LAW

ORIGINAL

William T. Hawke  
Kevin J. McKeon  
Thomas J. Sniscak  
Norman James Kennard  
William 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

May 11, 2004

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

SECRETARY'S BUREAU

2004 MAY 11 PM 1:40

RECEIVED

RE: Cynthia Young Nelson v. Verizon Pennsylvania Inc.; Docket No. C-20042785  
ANSWER 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 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.

Enclosures

cc: Cynthia Young Nelson

DOCUMENT  
FILED

RJP  
30

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

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

ORIGINAL

CYNTHIA YOUNG NELSON,

Complainant

v.

VERIZON PENNSYLVANIA INC.,

Respondent

Docket No. C-20042785

2004 MAY 11 PM 1:40  
SECRETARY'S BUREAU

RECEIVED

ANSWER OF VERIZON PENNSYLVANIA INC.  
TO THE FORMAL COMPLAINT FILED BY  
CYNTHIA YOUNG NELSON

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

1. ADMITTED.
2. DENIED. Verizon PA AVERS that its proper corporate name is "Verizon Pennsylvania Inc."
3. The statements made in Paragraph 3 regarding Complainant's motives for filing a Formal Complaint represent Complainant's opinions, beliefs or conclusions to which no response is required. To the extent a response is deemed to be necessary, these statements are DENIED.

DOCUMENT  
FOLDER

DOCKETED  
MAY 13 2004

Verizon PA ADMITS there is a Customer Relations Office located at 1717 Arch Street, Philadelphia, Pennsylvania. Verizon PA AVERS, however, that this office only handles customer complaints made to the PUC through informal and formal complaints and is not a Business Office that handles general customer service contacts.

Verizon PA ADMITS Complainant contacted the Company's Business Office on numerous occasions over the past 2 years to question her telephone bills and that a Company representative reviewed and explained the bills each time Complainant called the Company.

Verizon PA is without sufficient knowledge or information to respond to Complainant's averments regarding statements made to her by her neighbors or employees of the Delaware County Housing Authority. These statements are therefore DENIED.

Verizon PA DENIES the Company employs an individual named Marvin Jones. Verizon PA AVERS there is a Marvin Jones who is employed by Verizon Southwest Inc., which has offices in Kilgore, Texas.

Verizon PA ADMITS the Company provides telephone service to 1611 Clifton Avenue, Sharon Hill, Pennsylvania and that the customer of record for that account is Robin Spence; however, Verizon PA AVERS the Company did not provide any telephone services at this location until February of 2003.

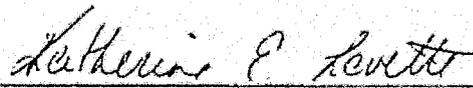
By way of further answer, Verizon PA AVERS that, in response to Complainant's concerns that another party was accessing and using her telephone line, the Company dispatched a technician to Complainant's premises in January of 2004, in March of 2004 and on May 4, 2004. Verizon PA AVERS the technician found only one Network Interface Device where an individual could access Complainant's telephone line and that upon each inspection of the Company's facilities, the technician found no evidence of tampering, illegal wiring or any other

problem with the telephone line at the Network Interface Device that would indicate someone other than Complainant was using the facilities to obtain telephone service.

4. The statements made in Paragraph 4 of the Formal Complaint 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.

WHEREFORE, for all of the reasons set forth above, and in accordance with the Commission's Regulations, Verizon Pennsylvania Inc. requests that the Formal Complaint filed at Docket No. C-20042785 be dismissed or denied in its entirety.

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: May 11, 2004

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 person and in the manner indicated below.

Service by First Class Mail:

Cynthia Young Nelson  
1601 Clifton Avenue  
Sharon Hill, PA 19079

  
Katherine E. Lovette

DATED: May 11, 2004

RECEIVED  
2004 MAY 11 PM 1:58  
SECRETARY'S BUREAU

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

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

DOCUMENT May 19, 2004

RECEIVED  
2004 MAY 19 PM 1:35  
SECRETARY'S BUREAU

Cynthia Young Nelson  
1601 Clifton Avenue  
Sharon Hill, PA 19079

RE: Cynthia Young Nelson v. Verizon Pennsylvania Inc.; Docket No. C-20042785;  
INTERROGATORIES (SET 1)

Dear Ms. Nelson:

I spoke to you by telephone on May 11, 2004. At that time you were unwilling to discuss the Formal Complaint you filed with the Pennsylvania Public Utility Commission ("Commission") against Verizon Pennsylvania Inc. ("Verizon PA" or "Company") because you were being represented by an attorney, and you indicated your attorney would contact me. As of the date of this letter I have not been contacted.

Enclosed are questions, known as Interrogatories, related to the issues raised in your Formal Complaint against Verizon PA. The Commission's Regulations allow parties to a complaint proceeding to ask Interrogatories of the other party prior to a hearing. I have enclosed two copies of your telephone bills issued between January 18, 2002 and April 18, 2004. Please use one set of copies to respond to these three Interrogatories. Keep the other set of copies for your records

The Commission's Regulations require that you respond to the enclosed Interrogatories within 20 days, plus three days for mailing. If your responses to the enclosed Interrogatories are not received in my office on or before Friday, June 11, 2004, I will file a motion to compel and for sanctions - asking that your Formal Complaint be dismissed for failure to comply with the Commission's discovery procedures. I have enclosed a self-addressed, stamped envelope so you can return your responses to me.

RJP

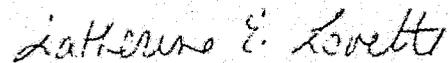
MAILING ADDRESS: P.O. BOX 1778 HARRISBURG, PA 17105

Cynthia Young Nelson  
May 19, 2004  
Page 2

You should take these Interrogatories to your attorney and ask that he or she contact me as soon as possible.

Thank you for your anticipated cooperation in this matter. If you have any questions, please call me collect at 717-236-1300.

Very truly yours,



Katherine E. Lovette  
Counsel for Verizon Pennsylvania Inc.

KEL/  
Enclosures

cc: James J. McNulty, Secretary (Cover letter only)  
Cynthia Young Nelson

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:

Cynthia Young Nelson  
1601 Clifton Avenue  
Sharon Hill, PA 19079

Katherine E. Lovette  
Katherine E. Lovette

DATED: May 19, 2004

ORIGINAL

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  
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Craig R. Burgraff  
Steven D. Snyder  
Janet L. Miller  
Steven K. Haas  
William E. Lehman  
Rikardo J. Hall  
Katherine E. Lovette

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

June 15, 2004

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

RE: Cynthia Young Nelson v. Verizon Pennsylvania Inc.; Docket No. C-20042785;  
MOTION TO COMPEL

Dear Mr. McNulty:

Enclosed, for filing with the Commission in connection with the above-captioned matter, are an original and three (3) copies of Verizon Pennsylvania Inc.'s Motion to compel responses to interrogatories and for sanctions. 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  
Counsel for Verizon Pennsylvania Inc.

Enclosures

cc: Honorable Robert A. Christianson  
Cynthia Young Nelson

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FOLDER

SECRETARY'S BUREAU  
2004 JUN 15 PM 2:06

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

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

CYNTHIA YOUNG NELSON,

Complainant

v.

VERIZON PENNSYLVANIA INC.,

Respondent

Docket No. C-20042785

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NOTICE TO PLEAD

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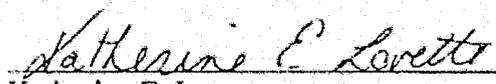
TO: Cynthia Young Nelson  
1601 Clifton Avenue  
Sharon Hill, PA 19079

SECRETARY'S BUREAU

2004 JUN 15 PM 2:06

RECEIVED

Pursuant to 52 Pa. Code §5.342 and §5.371, you are hereby notified that, if you do not file a written response to the enclosed Motion to Compel and for Sanctions within five (5) days from service of this notice, the facts set forth in the Motion will be deemed to be admitted and the Administrative Law Judge may rule on this Motion without further input. All pleadings, such as a Reply to the enclosed Motion, must be filed with the Secretary of the Public Utility Commission, with a copy served on Chief Administrative Law Judge, Robert A. Christianson and a copy served on the undersigned counsel for Verizon Pennsylvania Inc.

  
Katherine E. Lovette  
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: June 15, 2004

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Before Administrative Law Judge

CYNTHIA YOUNG NELSON,

Complainant

v.

VERIZON PENNSYLVANIA INC.,

Respondent

Docket No. C-20042785

SECRETARY'S BUREAU

2004 JUN 15 PM 2: 06

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**MOTION OF VERIZON PENNSYLVANIA INC.  
TO COMPEL RESPONSES TO INTERROGATORIES AND FOR SANCTIONS**

Verizon Pennsylvania Inc. ("Verizon PA" or "Company"), by and through its counsel, Hawke McKeon Sniscak & Kennard LLP, and pursuant to 52 Pa. Code §§5.371-5.372, hereby files this Motion to compel Cynthia Young Nelson ("Complainant") to provide full and complete responses to Interrogatories issued by the Company on May 19, 2004, and seeking sanctions if Complainant fails to obey an Order issued for these purposes. In support thereof, Verizon PA avers and represents as follows:

1. On April 6, 2004, Complainant filed a Formal Complaint against Verizon PA. The Formal Complaint, which was assigned Docket No. C-20042785, stated as follows:

What is your complaint?

See attach type complaint paper

What do you want the Public Utility Commission to do about your complaint?

go to court

2 Attached to the Formal Complaint was a type-written letter alleging that Ms. Nelson's telephone bills over the past two years have been "high" because Ms. Nelson's neighbor accessed Ms. Nelson's telephone line at a point outside Ms. Nelson's residence and

**DOCKETED**  
JUN 18 2004

**DOCUMENT  
FOLDER**

used the telephone line to place calls. This attached letter gives no indication of the specific charges that Ms. Nelson believes resulted from this alleged misuse of her telephone line.

4. On May 11, 2004, Verizon PA's counsel contacted Complainant via telephone and requested that Complainant identify the telephone charges she is disputing in her Formal Complaint. Complainant indicated she was unwilling to discuss her Formal Complaint with counsel at that time because she was being represented by an attorney. Complainant stated that her attorney would contact Verizon PA's counsel.

5. When no attorney contacted Verizon PA's counsel on behalf of Ms. Nelson, on May 19, 2004, in accordance with 52 Pa. Code §5.341, Verizon PA forwarded to Complainant (by First Class Mail) Interrogatories asking that she use the bill copies attached to the Interrogatories to identify in some manner the charges or calls that she disputes.<sup>1</sup> A copy of the Company's Interrogatories is attached to and incorporated into this Motion as **Appendix A**.

6. On May 21, 2004, Complainant contacted Verizon PA's counsel to question the meaning of the interrogatories. Complainant stated she had been unable to procure the services of an attorney to represent her in this matter. Verizon PA's counsel explained that identification of the charges she is disputing in her Formal Complaint is necessary for the Company to investigate her claims and to determine whether any adjustment to her telephone account may be warranted.

7. Verizon PA's counsel left telephone messages at Complainant's residence requesting that Complainant call counsel to discuss the Formal Complaint on May 27, 2004 and on June 9, 2004, but Complainant has not returned the calls.

---

<sup>1</sup> Verizon PA included a self addressed, postage paid envelope with the bill copies.

8. The Commission's Rules of Practice and Procedure require that Complainant object to Verizon PA's Interrogatories within ten (10) days and that she provide answers to the Interrogatories within twenty (20) days, plus three-days for mailing. 52 Pa Code §5.342. The time for Complainant to file objections and to respond has passed. To date, Verizon PA has received no response to its May 19, 2004 Interrogatories.

9. Verizon PA has not received notice that this matter has been scheduled for a hearing.

10. Section 332(f) of the Public Utility Code, 66 Pa. C.S. §332(f) (Procedures in general - Actions of parties and counsel), provides, in pertinent part:

If the actions of a party or counsel in a proceeding shall be determined by the commission, after due notice and opportunity for hearing, to be obstructive to the orderly conduct of the proceeding and inimical to the public interest, the commission may reject or dismiss any rule or order in any manner proposed by the offending party or counsel, . . . .

11. Verizon PA submits that Complainant's actions in refusing to identify the charges that are in dispute in this matter constitutes conduct that is "obstructive to the orderly conduct of the proceeding and . . . the public interest." The information sought by the Company's Interrogatories is directly relevant and material to the allegations that Complainant raised in her Formal Complaint and to the Company's defense of these allegations at hearing. This information is not available to Verizon PA through its own records. Certainly, Verizon PA has a due process right to have Complainant identify the telephone numbers or other type of charges that she disputes. Without this information, Verizon PA will be prejudiced in its preparation and presentation of a defense to Complainant's claims and significant time and resources of the parties and Your Honor will be unnecessarily expended while the Company attempts to gather

and respond to the requested information during the Initial Hearing to be held in this matter.

12. The Commission's Regulations at 52 Pa. Code §5.371 and §5.372 address the consequences of a participant's failure to comply with the Commission's rules regarding discovery. Section 5.371(a) provides that:

(a) The Commission or the presiding officer may, on motion, make an appropriate order if one of the following occurs:

(1) A participant fails to appear, answer, file sufficient answers, file objections, make a designation or otherwise respond to discovery requests, as required under this subchapter.

Section 5.372 further provides that the presiding officer may impose appropriate sanctions upon a party found to be in violation of the obligations set forth in the Commission's Regulations.

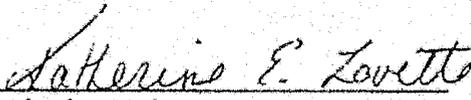
14. Verizon PA requests that Complainant be directed to provide full and complete answers to the Company's Interrogatories to be received by the Company's counsel within ten (10) days of Your Honor's issuance of an Order in response to this Motion.

15. In the event Complainant is directed to but fails to respond to Verizon PA's Interrogatories as directed by Your Honor, the Company requests that the Formal Complaint filed at Docket No. C-20042785 be dismissed in its entirety, with prejudice. In the alternative, Verizon PA requests that a pre-hearing conference be scheduled prior to a hearing in order for the Company to address the information requested in the Company's May 19, 2004 Interrogatories.

WHEREFORE, Verizon Pennsylvania Inc. respectfully moves Your Honor to issue an Order that: (a) compels Cynthia Young Nelson to respond to Interrogatories forwarded to her on May 19, 2004; (b) directs that Complainant's full and complete responses to the Company's Interrogatories be received by counsel for Verizon PA no later than ten (10) days after the date on

which Your Honor issues an Order in response to this Motion; and (c) in the event Complainant is directed to but fails to respond to Verizon PA's Interrogatories as ordered, directs that the Formal Complaint filed at Docket No. C-20042785 be dismissed in its entirety, with prejudice or, in the alternative, that a pre-hearing conference be scheduled prior to the scheduling of a hearing in this matter.

Respectfully submitted,

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

Counsel for Verizon Pennsylvania Inc.

DATED: June 15, 2004

**APPENDIX A**

RECEIVED

2004 JUN 15 PM 2:06

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  
Janet L. Miller  
Steven K. Haas  
William E. Lehman  
Rikardo J. Hull  
Katherine E. Lovette

**FILE**

100 North Tenth Street, Harrisburg, PA 17101 Phone: 717.236.1300 Fax: 717.236.4841 [www.hmsk-law.com](http://www.hmsk-law.com)

May 19, 2004

Cynthia Young Nelson  
1601 Clifton Avenue  
Sharon Hill, PA 19079

RE. Cynthia Young Nelson v. Verizon Pennsylvania Inc.; Docket No. C-20042785;  
INTERROGATORIES (SET 1)

Dear Ms. Nelson:

I spoke to you by telephone on May 11, 2004. At that time you were unwilling to discuss the Formal Complaint you filed with the Pennsylvania Public Utility Commission ("Commission") against Verizon Pennsylvania Inc. ("Verizon PA" or "Company") because you were being represented by an attorney, and you indicated your attorney would contact me. As of the date of this letter I have not been contacted.

Enclosed are questions, known as Interrogatories, related to the issues raised in your Formal Complaint against Verizon PA. The Commission's Regulations allow parties to a complaint proceeding to ask Interrogatories of the other party prior to a hearing. I have enclosed two copies of your telephone bills issued between January 18, 2002 and April 18, 2004. Please use one set of copies to respond to these three Interrogatories. Keep the other set of copies for your records.

The Commission's Regulations require that you respond to the enclosed Interrogatories within 20 days, plus three days for mailing. If your responses to the enclosed Interrogatories are not received in my office on or before Friday, June 11, 2004, I will file a motion to compel and for sanctions - asking that your Formal Complaint be dismissed for failure to comply with the Commission's discovery procedures. I have enclosed a self-addressed, stamped envelope so you can return your responses to me.

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

Cynthia Young Nelson  
May 19, 2004  
Page 2

You should take these Interrogatories to your attorney and ask that he or she contact me as soon as possible.

Thank you for your anticipated cooperation in this matter. If you have any questions, please call me collect at 717-236-1300.

Very truly yours,



Katherine E. Lovette  
Counsel for Verizon Pennsylvania Inc.

KEL/  
Enclosures

cc: James J. McNulty, Secretary (Cover letter only)  
Cynthia Young Nelson

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:

Cynthia Young Nelson  
1601 Clifton Avenue  
Sharon Hill, PA 19079

Katherine E. Lovette  
Katherine E. Lovette

DATED. May 19, 2004

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

CYNTHIA YOUNG NELSON,

Complainant

v.

VERIZON PENNSYLVANIA INC.,

Respondent

Docket No. C-20042785

---

INTERROGATORIES OF VERIZON PENNSYLVANIA INC.  
DIRECTED TO CYNTHIA YOUNG NELSON  
(SET 1)

---

Pursuant to 52 Pa. Code §5.341, Verizon Pennsylvania Inc. ("Verizon PA" or "Company") hereby directs the following Interrogatories (Set I) to Cynthia Young Nelson. Pursuant to 52 Pa. Code §5.342, objections to the attached questions are due within ten (10) days from the date of service and answers to the attached questions are due within twenty (20) days from the date of service.

Respectfully submitted,

*Katherine E. Lovette*

Katherine E. Lovette  
Counsel for Verizon Pennsylvania Inc.

Dated: May 19, 2004

RECEIVED  
2004 JUN 15 PM 2:06  
SECRETARY'S BUREAU

Cynthia Young Nelson  
v.  
Verizon Pennsylvania Inc.  
Docket No. C-20042785

INTERROGATORIES OF VERIZON PENNSYLVANIA INC.  
(SET 1)

1. In your Formal Complaint, you allege that your "high phone bills" are a result of a neighbor connecting her telephone line to yours. In order to investigate this claim, Verizon PA needs to know what charges on your telephone bills you claim are not your charges. Enclosed are two copies of the bills issued for your telephone account between January 18, 2002 and April 18, 2004. Using these bill copies, please list all charges you are disputing in this proceeding. You can provide this information in one of the following ways:
  - (a) List the disputed charges on this or another sheet of paper.
  - (b) Return to me one set of bill copies on which you have highlighted or marked the disputed charges in some way. Keep the other set for your records.
  - (c) Call me to discuss the disputed charges orally.

Cynthia Young Nelson  
v.  
Verizon Pennsylvania Inc.  
Docket No. C-20042785

INTERROGATORIES OF VERIZON PENNSYLVANIA INC.  
(SET 1)

2. Other than yourself, identify each and every witness you plan to present during the hearing to be held in this proceeding. For each witness you identify, please provide the following:
  - (a) Witness's full name.
  - (b) Witness's occupation and employer.
  - (c) Telephone number or mailing address where witness can be reached.
  - (d) Identify the scope of that person's testimony.

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:

Cynthia Young Nelson  
1601 Clifton Avenue  
Sharon Hill, PA 19079

  
Katherine E. Lovette

DATED: June 15, 2004

RECEIVED  
2004 JUN 15 PM 2:06  
SECRETARY'S BUREAU



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

IN REPLY PLEASE  
REFER TO OUR FILE

July 2, 2004

In Re: C-20042785

(SEE ATTACHED LIST)

Cynthia Young-Nelson v. Verizon Pennsylvania Inc.

Billing Dispute.

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: Wednesday, October 13, 2004  
Time: 10:00 a. m.  
Presiding: Administrative Law Judge Cynthia W. Fordham  
1302 Philadelphia State Office Building  
1400 West Spring Garden Street  
Philadelphia, PA 19130  
Telephone: (215) 560-2105  
Fax: (215) 560-3133

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.

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

Cynthia Young-Nelson	610.586.5345
Katherine E. Lovette, Esquire	717.236.1300

DOCUMENT  
FOLDER

DOCKETED  
AUG 06 2004

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 3 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:

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

Pc: Judge Fordham  
Ona Lester  
Beth Plantz  
Docket Section  
Calendar File

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

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

August 10, 2004

Cynthia Young-Nelson  
1601 Clifton Avenue  
Sharon Hill, PA 19079

DOCUMENT  
FOLDER

BTL

RE: Cynthia Young-Nelson v. Verizon Pennsylvania Inc.; Docket No. C-20042785;  
INTERROGATORIES (SET 2)

Dear Ms. Young-Nelson:

Enclosed are questions, known as Interrogatories, related to the issues raised in your Formal Complaint against Verizon Pennsylvania Inc. ("Verizon PA"). The Commission's Regulations require that you respond to the enclosed Interrogatories within 20 days, plus three (3) days for mailing. I have enclosed a self-addressed, stamped envelope so you can return your responses to me.

If your responses to the enclosed Interrogatories are not received in my office on or before Thursday, September 2, 2004, I will file a second motion to compel and for sanctions asking that your Formal Complaint be dismissed for failure to comply with the Commission's discovery procedures. I have asked Administrative Law Judge Cynthia W. Fordham to rule on the Company's first motion to compel.

When I spoke to you by telephone on August 9, 2004, you indicated that you are attempting to find an attorney to represent you in this matter through the local television news channel. If an attorney is representing you in this matter, you should take the enclosed Interrogatories to your attorney and ask that he or she contact me as soon as possible. Your attorney also must file a Notice of Appearance with the Commission.

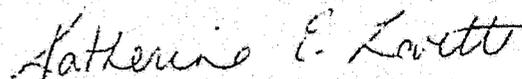
MAILING ADDRESS: P.O. BOX 1778 HARRISBURG, PA 17105

RECEIVED  
2004 AUG 10 PM 1:30  
SECRETARY'S BUREAU

Cynthia Young-Nelson  
August 10, 2004  
Page 2

Thank you for your anticipated cooperation in this matter. If you have any questions, please call me collect at 717-236-1300.

Very truly yours,



Katherine E. Lovette  
Counsel for Verizon Pennsylvania Inc.

KEL/  
Enclosures

cc James J. McNulty, Secretary (Cover letter only)  
Honorable Cynthia W. Fordham (Cover letter only)

RECEIVED

2004 AUG 10 PM 1:30

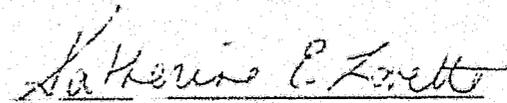
SECRETARY'S BUREAU

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 Overnight Mail:

Cynthia Young-Nelson  
1601 Clifton Avenue  
Sharon Hill, PA 19079

  
Katherine E. Lovette  
Katherine E. Lovette

DATED: August 10, 2004

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2004 AUG 10 PM 1:41  
PA PUC  
SECRETARY'S BUREAU

ORIGINAL

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

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

August 13, 2004

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

DOCUMENT  
FOLDER

RE: Cynthia Young-Nelson v. Verizon Pennsylvania Inc.; Docket No. C-20042785;  
MOTION TO COMPEL

Dear Mr. McNulty:

Enclosed, for filing with the Commission in connection with the above-captioned matter, are an original and three (3) copies of Verizon Pennsylvania Inc.'s Motion to Compel Responses to Interrogatories (Set 2) and for Sanctions. 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: Honorable Cynthia W. Fordham  
Cynthia Young-Nelson

SECRETARY'S BUREAU  
2004 AUG 13 PM 4: 22  
RECEIVED

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

66

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

CYNTHIA YOUNG-NELSON,

Complainant

v.

VERIZON PENNSYLVANIA INC.,

Respondent

Docket No. C-20042785

---

NOTICE TO PLEAD

---

RECEIVED  
2004 AUG 13 PM 4:22  
SECRETARY'S BUREAU

TO: Cynthia Young-Nelson  
1601 Clifton Avenue  
Sharon Hill, PA 19079

Pursuant to 52 Pa. Code §5.342 and §5.371, you are hereby notified that, if you do not file a written response to the enclosed Motion to Compel and for Sanctions within five (5) days from service of this notice, the facts set forth in the Motion will be deemed to be admitted and the Administrative Law Judge may rule on this Motion without further input. All pleadings, such as a Reply to the enclosed Motion, must be filed with the Secretary of the Public Utility Commission, with a copy served on Administrative Law Judge Cynthia W. Fordham and a copy served on the undersigned counsel for Verizon Pennsylvania Inc.

  
Katherine E. Lovette  
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: August 13, 2004

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Before Administrative Law Judge Cynthia W. Fordham

SECRETARY'S BUREAU  
14 P.U.C.

2004 AUG 13 PM 4: 22

RECEIVED

CYNTHIA YOUNG-NEILSON,

Complainant

v.

VERIZON PENNSYLVANIA INC.,

Respondent

Docket No. C-20042785

**DOCKETED**  
SEP 14 2004

**MOTION OF VERIZON PENNSYLVANIA INC.  
TO COMPEL RESPONSES TO INTERROGATORIES (Set 2) AND FOR SANCTIONS**

Verizon Pennsylvania Inc. ("Verizon PA" or "Company"), by and through its counsel, Hawke McKeon Sniscak & Kennard LLP, and pursuant to 52 Pa. Code §§ 5.342, and 5.371-5.372, hereby files this Motion to Compel<sup>1</sup> Cynthia Young-Nelson ("Complainant") to provide full and complete responses to Interrogatories (Set 2) issued by the Company on August 10, 2004, but which Complainant refused to accept delivery of, and seeking sanctions if Complainant fails to obey an Order issued for these purposes. In support thereof, Verizon PA avers and represents as follows:

1. On April 6, 2004, Complainant filed a Formal Complaint against Verizon PA.

The Formal Complaint, which was assigned Docket No. C-20042785, stated as follows:

What is your complaint?

See attach type complaint paper

What do you want the Public Utility Commission to do about your complaint?

go to court

**DOCUMENT  
FOLDER**

<sup>1</sup> Verizon PA sent its first set of Interrogatories to Complainant on May 19, 2004. Complainant failed to respond to the Interrogatories within the time prescribed by the Commission's rules; therefore, Verizon filed a Motion to Compel Responses to Interrogatories (Set 1) and for Sanctions on June 15, 2004. That Motion is currently pending decision before Your Honor.

2 Attached to the Formal Complaint was a type-written letter alleging that Complainant's telephone bills over the past two years have been "high" because her neighbor accessed her telephone line at a point outside her residence and used the telephone line to place calls.

3. On August 9, 2004, Verizon PA's counsel contacted Complainant via telephone in attempting to settle this matter. During the conversation, Complainant indicated that a local television station had been investigating the alleged events involved in her Formal Complaint against Verizon PA. Complainant also indicated that she was in possession of documents, including a notarized statement from the neighbor, relevant to the issues raised in the Formal Complaint she filed against the Company. During the telephone conversation, Verizon PA's counsel requested that Complainant send to counsel any documents related to the Formal Complaint and that Complainant provide the name of the television station investigating Complainant's allegations. Complainant refused. Complainant stated that, while she is continuously attempting to procure the services of an attorney to represent her in this Formal Complaint proceeding, she is not currently being represented by an attorney

4. On August 10, 2004, in accordance with 52 Pa. Code §5.341, Verizon PA forwarded to Complainant, by FedEx Express<sup>2</sup> Overnight Mail (tracking No. 7902 3513 7188), Interrogatories (Set 2) asking that she identify the name of the local television station investigating her allegations against Verizon PA, and that she forward to Verizon PA's counsel any documents relevant to the Formal Complaint she filed against the Company. A copy of the Company's Interrogatories (Set 2) is attached to and incorporated into this Motion as

---

<sup>2</sup> "FedEx Express" is now the proper corporate name for the company formerly known as "Federal Express."

**Appendix A.** A second copy of the Company's Interrogatories (Set 2) is being mailed to Complainant along with this motion.

5. On August 12, 2004, Verizon PA's counsel received the unopened FedEx Express envelope containing the Company's Interrogatories. FedEx Express tracking service shows that Complainant refused delivery of the envelope, and the unopened envelope was returned. A copy of the shipping label on the original envelope sent to Complainant, a copy of the shipping label on the return envelope sent back to counsel, and a copy of the FedEx Express tracking results are attached to and incorporated into this Motion as **Appendix B.**

6 By notice dated July 2, 2004, this matter was scheduled for an Initial Telephonic Hearing to be held before Your Honor on October 13, 2004.

7. Section 332(f) of the Public Utility Code, 66 Pa. C.S. §332(f) (Procedures in general - Actions of parties and counsel), provides, in pertinent part:

If the actions of a party or counsel in a proceeding shall be determined by the commission, after due notice and opportunity for hearing, to be obstructive to the orderly conduct of the proceeding and inimical to the public interest, the commission may reject or dismiss any rule or order in any manner proposed by the offending party or counsel, . . . .

8. Verizon PA submits that Complainant's actions in refusing to provide Verizon PA's counsel with discoverable and relevant information in connection with her Formal Complaint and in refusing to accept delivery of discovery requests in this matter constitutes conduct in bad faith that is "obstructive to the orderly conduct of the proceeding and . . . the public interest." The information sought by the Company's Interrogatories is directly relevant and material to the allegations that Complainant raised in her Formal Complaint and to the

Company's defense of these allegations at hearing. This information is not available to Verizon PA through its own records. Without this information, Verizon PA will be prejudiced in its preparation and presentation of a defense to Complainant's claims and significant time and resources of the parties and Your Honor will be unnecessarily expended while the Company attempts to gather and respond to the requested information during the Initial Hearing to be held in this matter.<sup>3</sup>

9. The Commission's Regulations at 52 Pa. Code §5.371 and §5.372 address the consequences of a participant's failure to comply with the Commission's rules regarding discovery. Section 5.371(a) provides that:

(a) The Commission or the presiding officer may, on motion, make an appropriate order if one of the following occurs:

(1) A participant fails to appear, answer, file sufficient answers, file objections, make a designation or otherwise respond to discovery requests, as required under this subchapter.

Section 5.372 further provides that the presiding officer may impose appropriate sanctions upon a party found to be in violation of the obligations set forth in the Commission's Regulations.

10. Verizon PA requests that Complainant be directed to accept delivery of all documents sent to her by Verizon PA's counsel and to provide full and complete answers to the Company's Interrogatories (Set 2) to be received by the Company's counsel within ten (10) days of Your Honor's issuance of an Order in response to this Motion.<sup>4</sup>

11. In the event Complainant is directed to but fails to accept delivery of

---

<sup>3</sup> Additionally, the Company is willing to take steps to settle this matter; however, the Company needs the information requested in both the Company's Interrogatories (Set 1) and Interrogatories (Set 2) in order to determine if settlement is possible.

<sup>4</sup> Should Complainant be so directed, Verizon PA's counsel will send another copy of the Company's Interrogatories

documents sent to her by Verizon PA's counsel or to respond to Verizon PA's Interrogatories (Set 2) as directed by Your Honor, the Company requests that the Formal Complaint filed at Docket No. C-20042785 be dismissed in its entirety, with prejudice. In the alternative, Verizon PA requests that the hearing scheduled for October 13, 2004 be converted to a pre-hearing conference and that an initial hearing in this matter be postponed in order for the Company to address the information requested in the Company's Interrogatories (Set 1) and (Set 2) and in order to allow the Company to receive and review responses to the Company's Interrogatories and to conduct additional discovery the Company may deem necessary upon review of the responses to the Interrogatories.

12. Verizon PA respectfully requests that the hearing scheduled for October 13, 2004 be postponed

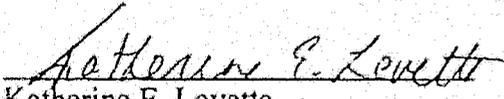
WHEREFORE, Verizon Pennsylvania Inc. respectfully moves Your Honor to issue an Order that: (a) compels Cynthia Young-Nelson to accept delivery of documents sent to her by Verizon PA's counsel; (b) compels Cynthia Young-Nelson to respond to the Company's Interrogatories (Set 2); (c) directs that Complainant's full and complete responses to the Company's Interrogatories (Set 2) be received by counsel for Verizon PA no later than ten (10) days after the date on which Your Honor issues an Order in response to this Motion; (d) converts the hearing scheduled for October 13, 2004 to a pre-hearing conference and reschedules an initial hearing in this matter; and (e) in the event Complainant is directed to but fails to accept delivery of documents sent to her by Verizon PA's counsel or to respond to Verizon PA's Interrogatories as ordered, directs that the Formal Complaint filed at Docket No. C-20042785 be dismissed in its

---

(Set 2) to Complainant via FedEx Express Overnight Mail.

entirety, with prejudice or, in the alternative, that a pre-hearing conference be scheduled prior to the scheduling of a hearing in this matter.

Respectfully submitted,

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

Counsel for Verizon Pennsylvania Inc.

DATED: August 13, 2004

RECEIVED

2004 AUG 13 PM 4:22

SECRETARY'S BUREAU

APPENDIX A

Hawke

McKeon

Sniscak &

Kennard LLP

ATTORNEYS AT LAW

**FILE COPY**  
William T. Hawke  
Kevin J. McKeon  
Thomas J. Sniscak  
Norman James Kennard  
Lillian Smith Harns  
Scott T. Wyland  
Todd S. Stewart  
Gregory D. Graff  
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

August 10, 2004

Cynthia Young-Nelson  
1601 Clifton Avenue  
Sharon Hill, PA 19079

RE: Cynthia Young-Nelson v. Verizon Pennsylvania Inc.; Docket No. C-20042785;  
INTERROGATORIES (SET 2)

Dear Ms. Young-Nelson.

Enclosed are questions, known as Interrogatories, related to the issues raised in your Formal Complaint against Verizon Pennsylvania Inc. ("Verizon PA"). The Commission's Regulations require that you respond to the enclosed Interrogatories within 20 days, plus three (3) days for mailing. I have enclosed a self-addressed, stamped envelope so you can return your responses to me.

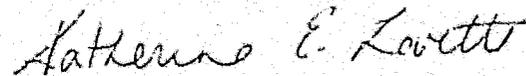
If your responses to the enclosed Interrogatories are not received in my office on or before Thursday, September 2, 2004, I will file a second motion to compel and for sanctions asking that your Formal Complaint be dismissed for failure to comply with the Commission's discovery procedures. I have asked Administrative Law Judge Cynthia W. Fordham to rule on the Company's first motion to compel.

When I spoke to you by telephone on August 9, 2004, you indicated that you are attempting to find an attorney to represent you in this matter through the local television news channel. If an attorney is representing you in this matter, you should take the enclosed Interrogatories to your attorney and ask that he or she contact me as soon as possible. Your attorney also must file a Notice of Appearance with the Commission.

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

Thank you for your anticipated cooperation in this matter. If you have any questions, please call me collect at 717-236-1300.

Very truly yours,



Katherine E. Lovette  
Counsel for Verizon Pennsylvania Inc.

KEL/  
Enclosures

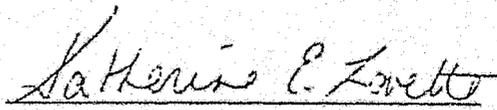
cc: James J. McNulty, Secretary (Cover letter only)  
Honorable Cynthia W. Fordham (Cover letter only)

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 Overnight Mail:

Cynthia Young-Nelson  
1601 Clifton Avenue  
Sharon Hill, PA 19079

  
Katherine E. Lovette  
Katherine E. Lovette

DATED: August 10, 2004

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

CYNTHIA YOUNG-NELSON,

Complainant

v.

VERIZON PENNSYLVANIA INC.,

Respondent

Docket No. C-20042785

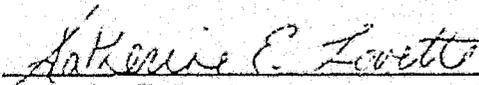
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INTERROGATORIES OF VERIZON PENNSYLVANIA INC.  
DIRECTED TO CYNTHIA YOUNG-NELSON  
(SET 2)

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Pursuant to 52 Pa. Code §5.341, Verizon Pennsylvania Inc. ("Verizon PA" or "Company") hereby directs the following Interrogatories (Set 2) to Cynthia Young-Nelson. Pursuant to 52 Pa. Code §5.342, objections to the attached questions are due within ten (10) days from the date of service and answers to the attached questions are due within twenty (20) days from the date of service.

Respectfully submitted,

  
Katherine E. Lovette  
Counsel for Verizon Pennsylvania Inc.

Dated: August 10, 2004

Cynthia Young-Nelson  
v.  
Verizon Pennsylvania Inc.  
Docket No. C-20042785

INTERROGATORIES OF VERIZON PENNSYLVANIA INC.  
(SET 2)

- I. During a telephone conversation I had with you on August 9, 2004, you indicated that a television news channel has been investigating the events involved in the Formal Complaint you filed against Verizon PA. With regard to the television news channel, please provide the following information:
  - (a) The name, business address and telephone number of the television news channel,
  - (b) The name, business address and telephone number of each and every person you have spoken to about the events involved in your dispute with Verizon PA;
  - (c) A complete and unedited copy of each and every (type-written or hand-written) document transmitted either from you to the news channel or from the news channel to you (whether electronic, video tape, audio recording, transcript or electronic document) relating to the events that were raised in the Formal Complaint you filed against Verizon PA.

Cynthia Young-Nelson  
v.  
Verizon Pennsylvania Inc.  
Docket No. C-20042785

INTERROGATORIES OF VERIZON PENNSYLVANIA INC.  
(SET 2)

2. During a telephone conversation I had with you on August 9, 2004, you indicated that you are in possession of a written statement signed by your neighbor related to the events that led to your filing of the Formal Complaint against Verizon PA. Provide a copy of that written statement to me.

Cynthia Young-Nelson  
v.  
Verizon Pennsylvania Inc.  
Docket No. C-20042785

INTERROGATORIES OF VERIZON PENNSYLVANIA INC.  
(SET 2)

3. Provide a complete and unedited copy of each and every (type-written or hand-written) document transmitted either from you to any person or entity besides the news channel or from any other person or entity besides the news channel to you (whether electronic, video tape, audio recording, transcript or electronic document) relating to the events that were raised in the Formal Complaint you filed against Verizon PA.

RECEIVED

2004 AUG 13 PM 4:22

SA F:IC  
SECRETARY'S BUREAU

**APPENDIX B**

Track Shipments  
Detailed Results

 Quick Help

Tracking number	790235137188	Reference	368-001 KEL/DAS
Ship date	Aug 10, 2004	Delivery location	SHARON HILL, PA
		Delivered to	Residence
		Service type	Standard Envelope
		Weight	1.0 lbs.

Status                      Pkg returned to shipper

Date/Time	Activity	Location	Details
Aug 11, 2004	7 30 PM Package returned to shipper	PHILADELPHIA, PA	Return tracking number: <u>848849496739</u>
	2 23 PM Delivery exception	PHILADELPHIA, PA	Shipment refused by recipient
	8 26 AM On FedEx vehicle for delivery	PHILADELPHIA, PA	
	5 27 AM At dest sort facility	PHILADELPHIA, PA	
Aug 10, 2004	9 32 PM Left origin	MIDDLETOWN, PA	
	4 42 PM Picked up	MIDDLETOWN, PA	
	8 33 AM Package data transmitted to FedEx; package not in FedEx possession		

[Signature proof](#)

[Track more shipments](#)

Email your detailed tracking results (optional)

Enter your email, submit up to three email addresses (separated by commas), add your message (optional), and click Send email

From

To

Add a message to this email

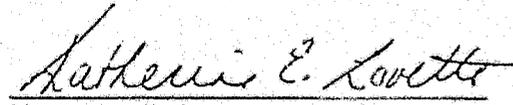
[Send email](#)

**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 Certified/Return Receipt First Class Mail:

Cynthia Young-Nelson  
1601 Clifton Avenue  
Sharon Hill, PA 19079

  
Katherine E. Lovette

DATED: August 13, 2004

RECEIVED  
2004 AUG 13 PM 4: 22  
FBI  
SECRETARY'S BUREAU