

# ORIGINAL

COMMONWEALTH OF PENNSYLVANIA  
PUBLIC UTILITY COMMISSION

----- X  
Norma Hill v. Comcast Phone of :  
Pennsylvania, L.L.C., Billing :  
dispute. :  
Initial telephonic hearing :  
----- X

Docket No.  
C-20044129 /

## DOCUMENT FOLDER

Pages 1 through 9

Hearing Room No. 1  
300 Liberty Avenue  
Pittsburgh, Pennsylvania

Thursday, August 11, 2005

Met, pursuant to notice, at 10:00 a.m.

BEFORE:

ROBERT P. MEEHAN, Administrative Law Judge

APPEARANCES:

NORMA HILL (via telephone)  
12 Eymard Street  
Pittsburgh, Pennsylvania 15221  
(Pro se)

WILLIAM A. LOY, Esquire (via telephone)  
Wolf Block Schorr & Solis-Cohen, L.L.P.  
212 Locust Street, Suite 300  
Harrisburg, Pennsylvania 17101  
(For the Respondent)

### DOCKETED

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*J.M.*  
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WITNESS INDEX

WITNESSES

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(None.)

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EXHIBIT INDEX

NUMBER

FOR IDENTIFICATION

FOR EVIDENCE

(None.)

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P R O C E E D I N G S

1  
2 ADMINISTRATIVE LAW JUDGE ROBERT P. MEEHAN: This is  
3 the date set the Pennsylvania Public Utility Commission for  
4 a hearing by telephone on the complaint filed by Norma Hill  
5 against Comcast Phone of Pennsylvania, L.L.C, at Docket No.  
6 C-20044129. I'm Robert Meehan, the administrative law judge  
7 assigned by the Commission to preside over the matter and  
8 render an initial decision in this case.

9 I'm now going to attempt to contact the complainant at  
10 the number she provided, the only number she provided on the  
11 formal complaint form, as her home telephone number, and  
12 that is area (412) 241-2856.

13 (Making phone call.)

14 MS. HILL: Hello.

15 JUDGE MEEHAN: Good morning. Is Norma Hill available?

16 MS. HILL: Speaking.

17 JUDGE MEEHAN: This is Judge Meehan with the Public  
18 Utility Commission calling.

19 MS. HILL: Uh-huh.

20 JUDGE MEEHAN: This is the time we have set to do the  
21 hearing on the complaint you filed against Comcast Phone.

22 MS. HILL: Uh-huh.

23 JUDGE MEEHAN: I'm going to put you on hold while I  
24 call their attorney and then I'll be back with you. So  
25 please stay on the line.

1 MS. HILL: Okay.

2 (Making phone call.)

3 JUDGE MEEHAN: Ms. Hill, are you still there?

4 MS. HILL: Yes, I'm here.

5 JUDGE MEEHAN: I have to try it again because I dialed  
6 the wrong phone number for Mr. Loy, Comcast's attorney.  
7 I'll be back in a moment.

8 MS. HILL: Okay. I'll be here.

9 (Making phone call.)

10 MR. LOY: Bill Loy.

11 JUDGE MEEHAN: Good morning. Judge Meehan with the  
12 Public Utility Commission calling.

13 MR. LOY: Good morning, Judge.

14 JUDGE MEEHAN: I have Ms. Hill on the other line.

15 MR. LOY: Okay.

16 JUDGE MEEHAN: So let me connect us up and then I will  
17 try to reach Leah Sampson.

18 MR. LOY: Correct.

19 JUDGE MEEHAN: So let me connect us up here. Let me  
20 check again. Ms. Hill, are you still there?

21 MS. HILL: Yes, I'm here.

22 JUDGE MEEHAN: Mr. Loy?

23 MR. LOY: Yes.

24 JUDGE MEEHAN: I'm going to put both of you on hold.  
25 You'll be connected, I'm told, while I try to reach Ms.

1 Sampson, who is going to be the witness for Comcast this  
2 morning.

3 MR. LOY: Correct.

4 (Making phone call.)

5 MS. SAMPSON: Good morning. Comcast, Leah Sampson  
6 speaking. How can I help you?

7 JUDGE MEEHAN: Good morning. This is Judge Meehan  
8 with the Pennsylvania Public Utility given. I was given  
9 your name by William Loy, who is the attorney for Comcast,  
10 for the hearing this morning involving Norma Hill. So if  
11 you will bear with me I will connect us all up.

12 MS. SAMPSON: Okay.

13 JUDGE MEEHAN: All right. Let me check and make sure  
14 I didn't lose anybody. Ms. Hill?

15 MS. HILL: Yes, I'm here.

16 JUDGE MEEHAN: Mr. Loy?

17 MR. LOY: Yes.

18 JUDGE MEEHAN: Ms. Sampson?

19 MS. SAMPSON: Yes, sir.

20 JUDGE MEEHAN: All right. For everyone's benefit, I  
21 have you on a speakerphone and there is a court reporter  
22 with me who will prepare a typed transcript of the hearing  
23 if we have to go there and actually do the formal hearing.  
24 I also want to check on two items. Ms. Hill, you did not  
25 send me any documents that you might want to use today as

1 exhibits, did you?

2 MS. HILL: No, I didn't.

3 JUDGE MEEHAN: Mr. Loy, Comcast didn't send me any  
4 proposed exhibits for today's hearing?

5 MR. LOY: Correct.

6 JUDGE MEEHAN: I just wanted to make sure that the  
7 file that I have was accurate and up to date. Let me ask a  
8 question. Is there any desire on the part of the parties to  
9 have an informal off-the-record discussion to see if they  
10 can reach an amicable resolution of this dispute before we  
11 do the hearing? Ms. Hill, do you want to take some time off  
12 the record to discuss your problem with Mr. Loy and Ms.  
13 Sampson to see if you can resolve it without doing a  
14 hearing?

15 MS. HILL: Well, I guess.

16 JUDGE MEEHAN: All right. Mr. Loy?

17 MR. LOY: We'd be agreeable to that.

18 JUDGE MEEHAN: All right. What I will do then, we  
19 will go off the record. The conversation is to be  
20 confidential if it doesn't result in any agreement. When  
21 you have concluded your discussion, please stay on the line.  
22 The court reporter will let me know you've concluded. I'll  
23 come back, find out for the record if you've been able to  
24 resolve it, and, if not, then we'll go forward and do the  
25 formal hearing.

1           So with that background then we are off the record.  
2           (Off the record.)

3           JUDGE MEEHAN: Let's go back on the record. Let me  
4 ask, Ms. Hill, were you able to reach an agreement with  
5 Comcast?

6           MS. HILL: Yes, we were.

7           JUDGE MEEHAN: All right. Mr. Loy, how will this be  
8 handled on the part of Comcast at this point?

9           MR. LOY: Well, what we've planned with Ms. Hill is  
10 that she will forward a medical certification to us and we  
11 will credit some of her, we will credit her directory  
12 assistance charges and then we'll set up a payment  
13 arrangement with her for her remaining charges.

14          JUDGE MEEHAN: Okay. We have to have some means of  
15 closing the case. So let me just ask. The regulations  
16 provide at this point that Comcast could, if it was  
17 satisfied and comfortable with what's been done, send in to  
18 the secretary a certificate of satisfaction that you've  
19 satisfied the complaint and that Ms. Hill has acknowledged  
20 her satisfaction of the complaint.

21          As long as, Ms. Hill, you're happy with the agreement  
22 and you don't write to the secretary objecting to that,  
23 about one to two months from then everyone will get a letter  
24 from the secretary saying the case is closed.

25          Mr. Loy, is Comcast comfortable with doing that?

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MR. LOY: Yes, we are, sir.

JUDGE MEEHAN: All right. Kindly see that you get a copy of that so I can kind of make sure things get done as they're supposed to.

MR. LOY: Absolutely.

JUDGE MEEHAN: Well, then we'll conclude the session today. I'm glad everyone was able to work something out and thank everyone for being available this morning.

MR. LOY: Thank you, sir.

MS. HILL: Thank you.

JUDGE MEEHAN: Goodbye.

(Whereupon, at 11:09 a.m., the hearing adjourned.)

\* \* \*

C E R T I F I C A T E

I hereby certify, as the stenographic reporter, that the foregoing proceedings were taken stenographically by me, and thereafter reduced to typewriting by me or under my direction; and that this transcript is a true and accurate record to the best of my ability.

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