

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Cynthia Young- Nelson

v.

Verizon Pennsylvania, Inc.

**DOCKETED**  
OCT 05 2004

C-20042785

RECORDS & COMMUNICATIONS BUREAU  
OCT 11 11:55

PREHEARING ORDER & ORDER GRANTING  
THE RESPONDENT'S MOTION TO COMPEL

**DOCUMENT  
FOLDER**

History

On July 2, 2004, I was assigned as the presiding officer in this case. The purpose of this order is to bring to the attention of the parties certain procedural rules that apply to the participants in this proceeding. This case was scheduled as a telephonic hearing to be held on Wednesday, October 13, 2004 at 10:00 a.m. In light of the complexity of the case and the Complainant's failure to respond to discovery, the hearing will be changed to a telephonic prehearing conference on Wednesday, October 13, 2004 at 10:00 a.m.

On April 6, 2004, Cynthia Young-Nelson ("Young-Nelson" or "Complainant") filed a formal complaint with the Pennsylvania Public Utility Commission ("Commission") against Verizon Pennsylvania, Inc. ("Verizon" or "Respondent"). She alleged the following: that she started getting high telephone bills about two years ago; that when she called Verizon to complain, she was given various explanations; and that in December 2003 a neighbor told the Complainant that Robin Spence who lives at 1611 Clifton Avenue, Sharon Hill, illegally hooked her telephone line to the Complainant's line. The Complainant stated that she spoke to Janice Roberts, the director of Delaware County Housing Authority, about the matter since the Complainant and Ms. Spence were both tenants of the Authority. The Complainant further alleged that Ms. Roberts convened a meeting on January 3, 2004 to discuss the matter; that during the meeting, Ms. Spence admitted that her friend, Marvin Jones, a Verizon employee

hooked up the illegal connection; and that Ms. Spence apologized. The Complainant objects to the Respondent holding her accountable for the results of the illegal connection. The Complainant further alleged that she is concerned about the morality and professionalism and business ethics of the Verizon Customer Relations Services located at 1717 Arch Street in Philadelphia.

The Respondent, through its counsel, filed an Answer on May 11, 2004. The Respondent admitted that there is a Customer Relations Office at 1717 Arch Street. However, the Respondent denied that the office is a business office that handles general customer service contacts. The Respondent admitted that the Complainant has contacted the business office on numerous occasions to question her telephone bills and that she was given an explanation each time. The Respondent does not have information regarding statements made to the Complainant by her neighbors or employees of the Delaware County Housing Authority. The Respondent denied that it employs a Marvin Jones. The Respondent stated that Verizon Southwest Inc., which has its office in Kilgore, Texas, employs a Marvin Jones. The Respondent admits that it provides telephone service to 1611 Clifton Avenue, Sharon Hill and that Robin Spence is the customer of record. Nevertheless, the Respondent stated that it did not supply telephone service at this location until February 2003. The Respondent averred that its technician inspected the Complainant's network interface at her premises in January 2004, March 2004 and on May 4, 2004. The technician did not find any evidence of tampering, illegal wiring or any other problem that would indicate that someone else was using the Complainant's facilities.

On May 19, 2004, the Respondent's attorney sent Interrogatories (Set 1) to the Complainant after the Complainant refused to discuss the complaint with her by telephone on May 11, 2004. The Complainant advised Ms. Lovette that she was represented by counsel and that her counsel would contact Ms. Lovette.

The Complainant did not file objections or respond to the interrogatories. 52 Pa. Code §5.342.

On June 15, 2004, the Respondent's attorney filed a Motion to Compel Responses to Interrogatories and for Sanctions. 52 Pa. Code §5.342.

The Complainant did not file an answer to the Motion to Compel.

By notice dated July 2, 2004, a hearing was scheduled in this matter for October 13, 2004.

By correspondence dated August 9, 2004, the Respondent's attorney notified the presiding officer of the pending Motion to Compel.

On August 10, 2004, the Respondent's attorney served Interrogatories Set 2 on the Complainant.

On August 13, 2004, the Respondent's attorney filed a Motion to Compel Responses to Interrogatories (Set 2) and for Sanctions. 52 Pa. Code §5.342. Ms. Lovette provided documentation to show that the Complainant refused to accept delivery of Interrogatories (Set 2) from Federal Express. (A copy of the Interrogatories was attached to the Motion). It was noted that the Respondent's counsel contacted the Complainant on August 9, 2004 in an attempt to settle the matter. During that conversation, the Complainant indicated that a local television station was investigating the allegations in her complaint. The Complainant refused to provide the name of the television station or send documents related to the formal complaint to the Respondent's attorney. The Complainant told Ms. Lovette that she was trying to find an attorney to represent her.

The Complainant has not filed an answer to the August 13, 2004 Motion to Compel. In addition, the Complainant did not file objections or respond to the interrogatories (Set 2). 52 Pa. Code §5.342.

In the Motion, the Respondent submitted that the Complainant's actions in refusing to respond to discovery and to accept mail from the Respondent's counsel constitutes

conduct that is "obstructive to the orderly conduct of the proceeding" as described in section 332(f) of the Public Utility Code, 66 Pa. C.S. §332(f). Furthermore, the Respondent will be prejudiced in its preparation and presentation of a defense by not having information about the television investigation, statements from potential witnesses and other documents pertaining to this case.

The Complainant failed to respond to the Motion to Compel.

### Motions

The Complainant has the burden of proving that the allegations in the complaint are true. Section 332(a) of the Public Utility Code, 66 Pa. C.S. §332(a). During the hearing, the Complainant is required to provide evidence in the form of testimony and/or documents to support her allegations that Marvin Jones connected Robin Spence's line to the Complainant's line. In addition she needs to identify the bills that she is contesting and explain when the alleged connection was made and whether she is contending that the Ms. Spence's line is still connected to her line. The Respondent is entitled to have this information prior to the hearing to prepare a defense.

The Motions to Compel Responses to Interrogatories Set 1 and Set 2 are granted since the information requested is relevant and material to the proceeding and it is not within the Respondent's records. The Complainant is ordered to respond to the Respondent's interrogatories on or before September 27, 2004.

The October 13, 2004 telephonic hearing is changed to a telephonic prehearing conference. If the Complainant fails to participate in the hearing or the prehearing conference, the complaint will be dismissed for failure to prosecute. 66 Pa. C.S. §332(f) and 52 Pa. Code §5.245.

### Prehearing Conference

The Commission's regulation concerning prehearing conferences in nonrate proceedings is located at 52 Pa. Code §5.222. We will discuss the following:

- 1) Discovery;
- 2) Possibility of settlement;
- 3) Simplification of issues;
- 4) Amount of hearing time needed;
- 5) Proposed witnesses;
- 6) And any other appropriate matter.

If you wish to offer documents into evidence during the hearing (i.e. letters, bills, canceled checks, receipts, account statements, etc.), you should send three copies to me (a copy for the presiding officer and 2 copies for the Court Reporter) and send a copy to every other party in the case at least seven days in advance. Please keep a copy for yourself. 52 Pa. Code §5.409. Please send my copies to 1302 Philadelphia State Office Building, Broad and Spring Garden Streets, Philadelphia, Pennsylvania 19130.

Pursuant to 52 Pa. Code §1.15(b), requests for postponements or continuance of hearings must be submitted in writing no later than five (5) days prior to the hearing. Requests for postponement or continuance of hearings are to be sent to the presiding officer with copies to the Scheduling Office and the other party of record. The address for the Scheduling Office is P.O. Box 3265, Harrisburg, Pennsylvania 17105-3265.

If you will be at a different telephone number than the one listed on the hearing notice, please contact my office immediately. My telephone number is (215) 560-2105.

ORDER

THEREFORE,

IT IS ORDERED:

1. That the Motions to Compel are granted.
2. That the Complainant is ordered to accept delivery of documents sent to her by the Respondent's counsel.
3. That the Complainant is ordered to respond to the Respondent's Interrogatories (Set 1) on or before September 27, 2004.
4. That the Complainant is ordered to respond to the Respondent's Interrogatories (Set 2) on or before September 27, 2004.
5. That the Complainant shall send the Respondent full and complete responses to the Respondent's Interrogatories (Set 1 and 2) on or before September 27, 2004.
6. That the hearing scheduled for October 13, 2004, is changed to a telephonic prehearing conference at 10:00 a.m. on that date.
7. That the parties shall comply with the procedural rules and regulations discussed herein.

Date: September 14, 2004

*Cynthia Williams Fordham*

Cynthia Williams Fordham  
Administrative Law Judge

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  
Kathenne E. Lovette

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

September 17, 2004

**DOCUMENT  
FOLDER**

VIA FED-EX OVERNIGHT MAIL

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

RE: Cynthia Young-Nelson v. Verizon Pennsylvania Inc.; Docket No. C-20042785;  
RESPONSES TO INTERROGATORIES (SET 1) AND  
INTERROGATORIES (SET 2)

Dear Ms. Young-Nelson:

I received the Prehearing Order & Order Granting The Respondent's Motion To Compel issued by Judge Cynthia W. Fordham in this matter. You should also have received a copy of this Order, but I have enclosed a copy for your reference.

You have been directed to respond to Verizon Pennsylvania Inc.'s Interrogatories (Sets 1 and 2) by September 27, 2004. As you returned, unopened, the Set 2 Interrogatories I sent to you on August 10, 2004, enclosed is another copy of both sets of Interrogatories to enable you to comply with the Order. I also have enclosed another self-addressed, stamped envelope so you can return your responses to me.

If I do not receive your responses to the Interrogatories on or before the close of business on September 27, 2004, I will ask that your case be dismissed for failure to comply with the Order.

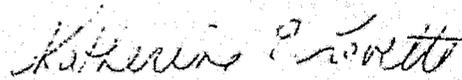
SECRETARY'S BUREAU  
2004 SEP 17 PM 4:13  
RECEIVED

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

Cynthia Young-Nelson  
September 17, 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 F. Lovette  
Counsel for Verizon Pennsylvania Inc.

KEL/  
Enclosures

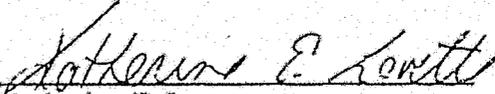
cc: Honorable Cynthia W. Fordham (Cover letter only)  
James J. McNulty, Secretary (Cover letter only)

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

DATED: September 17, 2004

RECEIVED  
2004 SEP 17 PM 4: 13  
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

October 7, 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

ORIGINAL  
SECRETARY'S BUREAU  
2004 OCT -7 PM 4:12  
RECEIVED  
DOCUMENT FOLDER

RE: Cynthia Young-Nelson v. Verizon Pennsylvania Inc.; Docket No. C-20042785;  
MOTION FOR SANCTIONS IN THE FORM OF DISMISSAL

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 for Sanctions in the Form of Dismissal. 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 (Via FedEx Express Overnight Mail)  
Cynthia Young-Nelson

48

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

RECEIVED  
OCT - 7 PM 4:12  
SECRETARY'S BUREAU

---

NOTICE TO PLEAD

---

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 for Sanctions In The Form Of Dismissal 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*

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: October 7, 2004

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Before Administrative Law Judge Cynthia W. Fordham

RECEIVED

CYNTHIA YOUNG-NELSON, :

Complainant :

v. :

Docket No. C-20042785

VERIZON PENNSYLVANIA INC., :

Respondent :

DOCKETED  
OCT 25 2004

MOTION OF VERIZON PENNSYLVANIA INC.  
FOR SANCTIONS IN THE FORM OF DISMISSAL

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 for Sanctions In The Form Of Dismissal of the Formal Complaint of Cynthia Young-Nelson ("Complainant" or "Ms. Young-Nelson") for failure to respond to Verizon PA's Interrogatories (Sets 1 and 2) in violation of Your Honor's September 14, 2004 Prehearing Order & Order Granting the Respondent's Motion to Compel. In support thereof, Verizon PA 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?

DOCUMENT  
FOLDER

go to court

2 Attached to the Formal Complaint was a type-written letter alleging that Ms. Young-Nelson's telephone bills over the past two years have been "high" because her neighbor accessed Ms. Young-Nelson's telephone line at a point outside her residence and used the telephone line to place calls. This attached letter gives no indication of the specific charges that Ms. Young-Nelson believes resulted from this alleged misuse of her telephone line.

3. On May 19, 2004, in accordance with 52 Pa. Code §5.341, Verizon PA served its Interrogatories (Set 1) to Complainant. Complainant did not file objections and did not respond to the Interrogatories (Set 1).

4. On June 15, 2004 Verizon PA filed a Motion to Compel Responses to Interrogatories and for Sanctions pursuant to 52 Pa. Code §5.342. Complainant did not file an answer to the Motion to Compel.

5. On August 10, 2004, in accordance with 52 Pa. Code §5.341, Verizon PA forwarded to Complainant, by FedEx Express<sup>1</sup> Overnight Mail (Tracking No. 7902 3513 7188), Interrogatories (Set 2).

6. On August 12, 2004, Verizon PA's counsel received the unopened FedEx Express envelope containing the Company's Interrogatories (Set 2). 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 and a copy of the FedEx Express tracking results showing Complainant refused delivery are attached to and incorporated into this Motion as **Appendix A**.

---

<sup>1</sup>"FedEx Express" is now the proper corporate name for the company formerly known as "Federal Express."

7. On August 13, 2004 Verizon PA filed a Motion to Compel Responses to Interrogatories (Set 2) and for Sanctions pursuant to 52 Pa. Code §5.342. Complainant did not file an answer to the Motion to Compel nor has Complainant responded to or objected to Verizon PA's Interrogatories (Set 2).

8. By Prehearing Order & Order Granting the Respondent's Motion to Compel dated September 14, 2004, Your Honor granted the Company's Motions to Compel. The Order directed Complainant to accept delivery of mail from Verizon PA's counsel and to respond to the Company's Interrogatories (Sets 1 and 2) on or before September 27, 2004.

9. On September 17, 2004, in order to facilitate compliance with Your Honor's September 14, 2004 Order, Verizon PA's counsel sent Complainant additional copies of the Company's Interrogatories (Sets 1 and 2) via FedEx Express Overnight Mail (Tracking No. 7919 3553 2491).

10. In direct violation of paragraph 2 of Your Honor's September 14, 2004 Order, Complainant refused to accept delivery of the additional copies of the Interrogatories sent by Verizon PA's counsel. A copy of the shipping label on the original envelope sent to Complainant and a copy of the FedEx Express tracking results showing Complainant refused delivery are attached to and incorporated into this Motion as **Appendix B**.

11. In direct violation of paragraphs 3, 4 and 5 of Your Honor's September 14, 2004 Order, Complainant has not responded to the Company's Interrogatories (Sets 1 and 2).

12. In addition to Your Honor's September 14, Order, the Public Utility Code and the Commission's Regulations require that Complainant answer or otherwise object to Verizon PA's Interrogatories. 66 Pa. C.S. §333, 52 Pa. Code §5.342. To date, Complainant has made no objection to nor has she responded to Verizon PA's Interrogatories. This information is

necessary in order for Verizon PA to properly and fully prepare a defense to allegations that Complainant made in the Formal Complaint, which allegations may be repeated during the hearing to be held in this matter.

13. 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(a)(3) further provides:

- (a) The presiding officer, when acting under § 5.371 (relating to sanctions -- general) may make one of the following:

\* \* \* \* \*

- (3) An order striking out pleadings or parts thereof, staying further proceedings until the order is obeyed, or entering a judgment against the disobedient participant or party advising the disobedience.

14. In addition, 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, . . .

15. Verizon PA has made repeated requests that Complainant identify the charges she is claiming resulted from the alleged misuse of her telephone service, the names and contact information of witnesses she plans to present at the hearing and the television station employees she claims are investigating this matter, together with any documents related to her Formal Complaint.

16. Verizon PA followed the Commission's discovery procedures in an attempt to obtain more specific information regarding the allegations made by Complainant. The information sought by the Interrogatories cannot be obtained from any other source and is necessary if Verizon PA is to be prepared to defend itself in any meaningful manner.

17. Complainant's refusal to provide the information requested in the Company's Interrogatories (Sets 1 and 2) and her refusal to accept mail from Verizon PA's counsel is "obstructive to the orderly conduct" of this proceeding because it prohibits Verizon PA from obtaining information that would allow the Company to address and resolve Complainant's claims or to meaningfully defend itself against Complainant's allegations. These actions are also direct violations of Your Honor's September 14, 2004 Order.

WHEREFORE, for the reasons set forth above, and in accordance with the applicable provisions of the Public Utility Code and the Commission's Regulations, Verizon Pennsylvania Inc. respectfully requests that Your Honor issue an Order that directs the Formal Complaint filed at Docket No. C-20042785 be dismissed, with prejudice, because of Complainant's failure to accept mail from Verizon PA's counsel and her failure respond to discovery requests as required

by the Public Utility Code, the Commission's Regulations and Your Honor's September 14, 2004 Prehearing Order and Order Granting the Respondent's Motion to Compel.

Respectfully submitted,

*Katherine E. Lovette*

Katherine E. Lovette  
Hawke McKeon Sniscak & Kennard LLP  
Harrisburg Energy Center  
100 North 10th Street  
PO Box 1778  
Harrisburg, PA 17101-1778

Counsel for Verizon Pennsylvania Inc.

DATED: October 7, 2004

RECEIVED  
2PM OCT - 7 PM 4: 13  
SECRETARY'S BUREAU

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: 848849496739
	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](#)



Track Shipments  
Detailed Results

[Printable Version](#) [Quick Help](#)

You can also track:

- [FedEx Trad shipments](#)
- [By Email Tr](#)
- [By FedEx V Solutions](#)

Tracking number	791935532491	Reference	KEL/TAP 368
Ship date	Sep 17, 2004	Delivery location	SHARON HILL, PA
		Delivered to	Residence
		Service type	Standard Envelope
		Weight	1 0 lbs.

Status At FedEx destination

[Wrong Address?](#)  
Reduce future mistal  
[FedEx Address Cho](#)

Date/Time	Activity	Location	Details
Sep 20, 2004	8 50 PM	At local FedEx facility	
	10 49 AM	Delivery exception	PHILADELPHIA, PA PHILADELPHIA, PA Shipment refused by recipient
Sep 18, 2004	7 55 AM	On FedEx vehicle for delivery	PHILADELPHIA, PA
	7 49 AM	At local FedEx facility	PHILADELPHIA, PA Package not due for delivery
	6 51 AM	At dest sort facility	PHILADELPHIA, PA
	6 26 AM	In transit	NEWARK, NJ Departed location
	6 19 AM	At local FedEx facility	PHILADELPHIA, PA Package not due for delivery
	6 15 AM	At local FedEx facility	PHILADELPHIA, PA
Sep 17, 2004	9:32 PM	Left origin	MIDDLETOWN, PA
	4:32 PM	Picked up	MIDDLETOWN, PA
	1:30 PM	Package data transmitted to FedEx; package not in FedEx possession	

[Shipping Freight?](#)  
FedEx has LTL, air surface and air exp multi piece packagi and ocean freight.

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

[Global Home](#) | [Service Info](#) | [About FedEx](#) | [Investor Relations](#) | [Careers](#) | [fedex.com Terms of Use](#) | [Privacy Policy](#)

This site is protected by copyright and trademark laws under US and International law. All rights reserved. © 1995-2004 FedEx

**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 and First Class Mail:

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

*Katherine E. Lovette*  
Katherine E. Lovette

DATED: October 7, 2004



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

IN REPLY PLEASE  
REFER TO OUR FILE

October 14, 2004

In Re: C-20042785

(SEE LETTER OF 7-2-04)

Cynthia Young-Nelson v. Verizon Pennsylvania Inc.

Billing Dispute.

Hearing Notice

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

Type: Initial In-Person Hearing

Date: Wednesday, January 12, 2005

Time: 10:00 a. m.

Location: In an available hearing room  
Philadelphia State Office Building  
Broad and Spring Garden Streets  
Philadelphia, Pennsylvania

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

**DOCKETED**  
OCT 26 2004

**DOCUMENT  
FOLDER**

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

If you intend to file exhibits, 2 copies of all hearing exhibits to be presented into evidence must be submitted to the reporter. An additional copy must be furnished to the Presiding Officer. A copy must also be provided to each party of record.

Individuals representing themselves do not need to be represented by an attorney. All others (corporation, partnership, association, trust or governmental agency or subdivision) must be represented by an attorney. An attorney representing you should file a Notice of Appearance before the scheduled hearing date.

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

# OALJ Hearing Report

Please check Those Blocks Which Apply

Docket No.   C-20042785		YES	NO
Case Name: Cynthia Young-Nelson v. Verizon Pennsylvania Inc.	Prehearing Held:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Location: Philadelphia, PA	Hearing Held:	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Date: October 13, 2004	Testimony Taken:	<input type="checkbox"/>	<input checked="" type="checkbox"/>
ALJ: Cynthia W. Fordham	Transcript Due:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reporting Firm: Commonwealth Reporting	Hearing Concluded:	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Further Hearing Needed:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Estimated Add'l Days:	1 day	
	RECORD CLOSED	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	DATE:		
	Briefs to be Filed:	<input type="checkbox"/>	<input type="checkbox"/>
	DATE:		
	Bench Decision:	<input type="checkbox"/>	<input type="checkbox"/>
REMARKS: Please schedule in person initial hearing in January or February 2005.			

DOCUMENT

PLEASE PRINT CLEARLY - Incomplete Information may result in delay of processing.

Name and Telephone Number	Address	Who are you representing?				
Cynthia Young-Nelson Telephone: (610) 586-5345	1601 Clifton Avenue	ProSe				
	<table style="width: 100%; border: none;"> <tr> <td style="text-align: center; font-size: small;">City</td> <td style="text-align: center; font-size: small;">State</td> <td style="text-align: center; font-size: small;">Zip</td> </tr> <tr> <td style="text-align: center;">Sharon Hill</td> <td style="text-align: center;">PA</td> <td style="text-align: center;">19079</td> </tr> </table>		City	State	Zip	Sharon Hill
City	State	Zip				
Sharon Hill	PA	19079				
Katherine E. Lovette, Esquire Telephone: (717) 236-1300	Hawke McKeon Sniscak & Kennard 100 N. 10th St. P.O. Box 1778	Verizon				
	<table style="width: 100%; border: none;"> <tr> <td style="text-align: center; font-size: small;">City</td> <td style="text-align: center; font-size: small;">State</td> <td style="text-align: center; font-size: small;">Zip</td> </tr> <tr> <td style="text-align: center;">Harrisburg</td> <td style="text-align: center;">PA</td> <td style="text-align: center;">17105</td> </tr> </table>		City	State	Zip	Harrisburg
City	State	Zip				
Harrisburg	PA	17105				
		Fax Number: (717) 236-4841				

Check this box if additional parties or attendees appear on back of form.

*P.C. Brown*

Reporter's Signature

Note: Completion of this form does not constitute an entry of appearance, see 52 Pa. Code §§1.24 and 1.25.



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

IN REPLY PLEASE  
REFER TO OUR FILE

November 4, 2004

In Re: C-20042785

(SEE LETTER DATED 10/14/04)

Cynthia Young-Nelson v. Verizon Pennsylvania Inc.

Billing Dispute

Hearing Cancellation/Reschedule Notice

This is to inform you that the Initial In-Person Hearing on the above-captioned case previously scheduled for Wednesday, January 12, 2005, has been canceled.

The hearing has been rescheduled as follows:

**DOCUMENT  
FOLDER**

Type: Initial In-Person Hearing  
Date: Friday, January 21, 2005  
Time: 10:00 a.m.  
Location: In an available hearing room  
13th Floor  
Philadelphia State Office Building  
Broad and Spring Garden Streets  
Philadelphia, Pennsylvania  
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

**DOCKETED**  
NOV 23 2004

Please mark your records accordingly.

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  
Cherie Pyle  
Beth Plantz  
Docket Section  
Calendar File

#389688 rev 11/03