

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00	:	
2. BUREAU: ALJ	:	
3. SECTION(S):	:	
5. APPROVED BY:	:	4. PUBLIC MEETING DATE:
DIRECTOR:	:	00/00/00
SUPERVISOR:	:	
6. PERSON IN CHARGE:	:	7. DATE FILED: 06/05/07
8. DOCKET NO: C-20077863	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: BROWN, AKIKO

RESPONDENT/APPLICANT: COMMONWEALTH TELEPHONE CO.

COMP/APP COUNTY:

UTILITY CODE: 310800

ALLEGATION OR SUBJECT

COMPLAINANT STATES REFUND CHECK FOR FINAL BILL FROM 09/11/94 NEVER RECEIVED. THEY WOULD LIKE THE PUC TO HAVE COMMONWEALTH TELEPHONE RE ISSUE THE CHECK IN THE AMOUNT OF \$114.80 FOR FINAL BILL FROM 09/11/94.

**DOCUMENT  
FOLDER**

**DOCKETED**  
JUN 26 2007

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

RECEIVED  
2007 JUN -5 11:18:52  
COMMUNICATIONS SECTION

Please print or type.

C-20077863

1. CUSTOMER NAME (COMPLAINANT)

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

Name AKIKO BROWN

Street/P O Box 12 Buckingham Drive Apt #

City Billerica State MA Zip 01821

County USA

Area Code/HOME Phone 978-729-8840

Area Code/WORK Phone 978-988-3108

Utility Account Number 11-586-9651-0-750-0  
(from your bill)

ORIGINAL

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

Name AKIKO NARITA

Street/P O. Box 105 WILLOW BROOK

City CLARKS SUMMIT State PA Zip 18411-1681

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: Commonwealth Telephone Company

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER

(taxi, moving company, limousine)

TELEPHONE  
(local, long distance)

14

4. COMPLAINT (check one)

A. In general, what is your complaint?

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.
- Other. \* I need the refund of final credit (check# 062159) re-issued by CT.  
(explain)

B. State the facts of your complaint.

Include any specific dates, times or places that are important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

The refund of final credit for the amount of \$114.80 was issued to me on 9/11/94 (check# 062159) by Commonwealth Telephone Company. It appears that the check was sent to Japan to my parents' house, but was lost and found again in May 2007. I have contacted the customer service at CT, but they denied my request to re-issue this check.

5. RELIEF

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

I would like Public Utility Commission to ask Commonwealth Telephone Company to re-issue the check # 062159 for the amount of \$114.80 and send it to my current address above

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company **AND** your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

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

YES

N/A

NO

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES   
(includes appeals of BCS determinations)

N/A

NO

If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

8. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

**Verification:**

I  Akiko Brown , hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

  
\_\_\_\_\_  
(Signature)

5/30/07  
\_\_\_\_\_  
(Date)

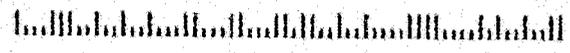


H 717-586-9651 0 750 1  
SEP 11, 1994

ACCT NO. 11-586-9651-0-750-0

100 LAKE STREET  
P.O. BOX 1000  
DALLAS PA  
18690-0001

AKIKO NARITA  
105 WILLOW BROOK  
CLARKS SUMMIT PA  
18411-1681



CREDIT BALANCE \* NO PAYMENT DUE \*

114.80CR



100 LAKE STREET  
P.O. 1000  
DALLAS, PA 18612

CHECK NO. 60-56  
313

REFUND OF FINAL CREDIT

062159

IN SETTLEMENT OF

DATE: 9/11/94

PAY TO THE ORDER OF

AKIKO NARITA  
105 WILLOW BROOK  
CLARKS SUMMIT PA  
18411

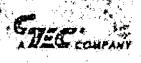
ONE HUNDRED FOURTEEN DOLLARS AND 80 CENTS

AMOUNT  
\$114.80

FIRST EASTERN BANK®

WILKES-BARRE, PA.

TREASURER'S SPECIAL ACCOUNT II  
*Michael Mas...*



⑈062159⑈ ⑆031300562⑆ ⑆3006⑈324⑈2⑈



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

IN REPLY PLEASE  
REFER TO OUR FILE

DATE SERVED: JUNE 26, 2007

C-20077863

MICHAEL P SHARRY SR MANAGER REG & PUB AFFAIRS  
COMMONWEALTH TELEPHONE CO  
100 CTE DRIVE  
DALLAS PA 18612-9774

**DOCUMENT  
FOLDER**

Dear Mr. Sharry:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by AKIKO BROWN. To defend yourself against the claims stated in the following pages, you must act within twenty (20) days by filing in writing with the Commission, either personally or through your attorney, your defenses or objections to the claims stated against you. Or, you may satisfy the complaint by settling the matter with the Complainant and submitting proof of settlement to the Commission within twenty (20) days.

IF YOU FAIL TO RESPOND WITHIN TWENTY (20) DAYS, THE CASE MAY GO FORWARD IN YOUR ABSENCE AND A JUDGEMENT MAY BE ENTERED AGAINST YOU BY THE COMMISSION WITHOUT FURTHER NOTICE.

**CUSTOMER OF A UTILITY**

A payment schedule may be prescribed or a termination of utility services may be authorized. You may lose money or property or other rights important to you.

**COMPANY/UTILITY**

An Administrative Law Judge may revoke or suspend any certificate or permit held by you, or impose a fine, or any other appropriate penalty or remedy authorized by the Public Utility Code. You may lose money or property or other rights important to you.

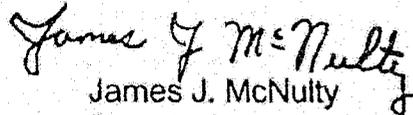
Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

JUNE 26, 2007

Unless you are a corporation or other organization, you may proceed without a lawyer. However, if you want a lawyer and do not have one or cannot afford one, the office listed below can tell you where you can get legal help:

Pennsylvania Lawyer Referral Service  
Pennsylvania Bar Association  
P.O. Box 186  
Harrisburg, PA 17108  
(800) 692-7375

Very truly yours,

  
James J. McNulty  
Secretary

SS

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: JUNE 26, 2007

AKIKO BROWN

Complainant

v.

COMMONWEALTH TELEPHONE CO.

Respondent

Complaint Docket  
No: C-20077863

**DOCKETED**

JUN 26 2007

---

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

---

TO: COMMONWEALTH TELEPHONE CO.

**DOCUMENT  
FOLDER**

**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).

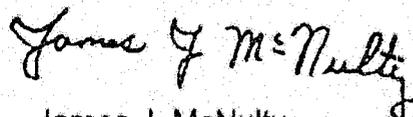
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa.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

RECEIVED

2007 JUL 19 AM 9:14

FRONTIER COMMUNICATIONS

SECRETARY'S BUREAU

July 18, 2007

James McNulty, Secretary  
Pennsylvania Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

**ORIGINAL**

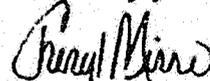
RE: Akiko Brown v. Commonwealth Telephone Company; Docket No. C-20077863;  
**FILING OF CERTIFICATE OF SATISFACTION**

Dear Mr. McNulty:

Enclosed, for filing with the Commission on behalf of Commonwealth Telephone Company ("CTCo"), are the original and three (3) copies of a Certificate of Satisfaction in connection with the above-referenced case. This Certificate indicates that CTCo and Akiko Brown have resolved the issues raised in the Formal Complaint filed at Docket No. C-20077863. Unless Ms. Brown files an objection to the enclosed Certificate of Satisfaction within ten (10) days, the Formal Complaint filed at Docket No. C-20077863 should be withdrawn and the Commission's file closed.

Thank you for your attention to this matter. Please feel free to contact me at (570) 631-6908 if you have any questions regarding this filing.

Very truly yours,



Cheryl Mirro

Supervisor Regulatory Relations

**DOCUMENT  
FOLDER**

BA

116

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

AKIKO BROWN,

:  
Complainant :

: C-20077863

v.

COMMONWEALTH TELEPHONE  
COMPANY,

:  
Respondent :

RECEIVED  
2007 JUL 19 AM 9:14  
SECRETARY'S OFFICE

DOCUMENT  
FOLDER

---

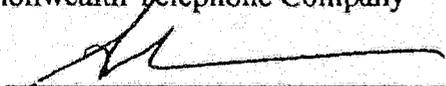
CERTIFICATE OF SATISFACTION  
AND WITHDRAWAL

---

I, Andrew J. Katsock III, Senior Corporate Counsel for Commonwealth Telephone Company, hereby certify on behalf of Commonwealth Telephone Company that: (a) a telephone conference with Complainant, Akiko Brown, took place on July 13, 2007, to discuss the issues raised in the Formal Complaint filed by the Complainant with the Pennsylvania Public Utility Commission at Docket No. C-20077863; (b) the issues raised in the Formal Complaint have been resolved and satisfied; and (c) Ms. Brown has agreed to withdraw her Formal Complaint.

This Certificate of Satisfaction and Withdrawal is provided in accordance with 52 Pa.Code Section 5.24(b). Unless Ms. Brown files an objection to this Certificate of Satisfaction and Withdrawal within ten (10) days of its filing, the Formal Complaint filed at Docket No. C-20077863 shall be withdrawn and the Commission's file closed.

Commonwealth Telephone Company

BY: 

Andrew J. Katsock, III  
Senior Corporate Counsel  
100 CTE Drive  
Dallas, PA 18612-9774  
Telephone: (570) 631-2818

**DOCKETED**  
JUL 19 2007

DATE: July 18, 2007

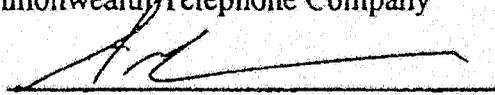
**CERTIFICATE OF SERVICE**

I hereby certify that I have this day served a true and correct copy of a Certificate of Satisfaction and Withdrawal in the foregoing matter upon the person(s) and in the manner indicated below:

Service by First Class Mail:

Akiko Brown  
4 Bayberry Rd  
Natick, MA 01760.

Commonwealth Telephone Company

BY: 

Andrew J. Katsock, III  
Senior Corporate Counsel

DATE: July 18, 2007

SECRETARY'S BUREAU

2007 JUL 19 AM 9:14



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

IN REPLY PLEASE  
REFER TO OUR FILE

August 16, 2007

C-20077863

AKIKO BROWN  
12 BUCKINGHAM DRIVE  
BILLERICA MA 01821

AKIKO BROWN  
v.  
COMMONWEALTH TELEPHONE COMPANY

**DOCKETED**  
AUG 14 2007

TO WHOM IT MAY CONCERN:

Please be advised that the Commission has marked closed the above-entitled proceeding.

Very truly yours,  
*James J. McNulty*

James J. McNulty  
Secretary

cc: All parties of Record

nvl

**DOCUMENT  
FOLDER**