

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

2007 JUL 11 AM 10:23  
SECRETARY'S BUREAU

SHERRY ANSELL

v.

VERIZON PENNSYLVANIA INC.

C-20077681

DOCUMENT  
FOLDER

INTERIM ORDER  
SETTING RESOLUTION CONFERENCE

DOCKETED  
JUL 11 2007

On or about April 30, 2007, Sherry Ansell ("Complainant") filed a complaint against Verizon Pennsylvania Inc. ("Respondent"), at the above-captioned Docket Number. To my knowledge, Respondent has not filed an answer to the complaint.

Based upon a review of the complaint, I direct the parties to attempt to resolve this matter themselves. Respondent shall contact Complainant no later than July 20, 2007, to set a mutually convenient time, date and place for Respondent and Complainant to hold a conference about resolving the case. The conference must take place no later than August 3, 2007, unless this is not possible.

**Within ten (10) days following the conference, Respondent shall file a short report with Herbert R. Nurick, Mediator ("Mediator"), setting forth:**

- (a) The time, date and place of the conference;
- (b) Who participated for each party;
- (c) A statement whether a full resolution, including withdrawal of complaint, was achieved, and, if not, whether the parties consent to have this case set for mediation by the mediation staff of the Commission; and
- (d) A statement of any issues which have been resolved, if a full resolution was not achieved.

A

The Commission encourages mediation if the parties cannot reach an agreement through the resolution conference. Mediation is an informal process in which the parties attempt to resolve the case with the help of a mediator. The mediator is a neutral staff member of the Commission who does not give advice, represent any party, evaluate or make a decision. Instead, the mediator assists the parties in their efforts to come to an agreement.

If the parties do not reach an agreement on their own, and do not consent to mediate, they are entitled to the hearing process. The hearing process usually includes the presentation of oral testimony and other evidence before a Commission administrative law judge, who will then consider the case and make a written decision to resolve it.

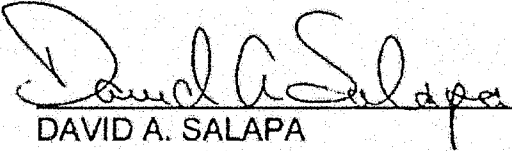
If it is not possible to have the conference by the date set for that purpose, Respondent shall file a report with the Mediator, on or before ten (10) days following the conference due date, giving the reason(s) why the due date could not be met.

In either situation, Respondent must file a report with the Mediator by the applicable due date set forth above.

If you have any questions, you should contact the Mediator. His address and phone number are:

Herbert R. Nurick  
P. O. Box 3265  
Harrisburg, PA 17105-3265  
Telephone: (717) 783-5428  
Email: hnurick@state.pa.us

Date: July 6, 2007

  
DAVID A. SALAPA  
Administrative Law Judge

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

William T Hawke  
Kevin J McKeon  
Thomas J Sniscak  
Lillian Smith Harris  
Scott T Wyland  
Todd S Stewart  
Craig R Burgraff

Steven D. Snyder  
Janet L. Miller  
Steven K. Haas  
William E. Lehman  
Rikardo J. Hull  
Katherine E. Lovette  
Amy A. Whitney

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

July 16, 2007

**VIA HAND DELIVERY**

James J. McNulty, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street - Filing Room (2<sup>nd</sup> Floor)  
P.O. Box 3265  
Harrisburg, PA 17105-3265

**ORIGINAL**

2007 JUL 15 PM 4:08

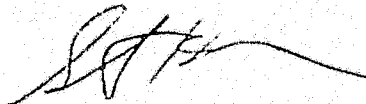
RE: Sherry Ansell v. Verizon Pennsylvania Inc.; Docket No. C-20077681;  
**ANSWER OF VERIZON PENNSYLVANIA INC.**

Dear Mr. McNulty:

Enclosed for filing with the Commission are the original and three (3) copies of Verizon Pennsylvania Inc.'s Answer in the above-captioned proceeding. A copy of this document has been served upon the Complainant in accordance with the attached Certificate of Service. Verizon PA notes that the Commission has already referred this proceeding to its mediation process, and that the company has been and will continue to work with the Complainant in an effort to resolve this matter informally.

If you have any questions with regard to this filing, please direct them to me. Thank you for your attention to this matter.

Sincerely,



Steven K. Haas  
Counsel for Verizon Pennsylvania Inc.

**DOCUMENT  
FOLDER**

SKH/kml  
Enclosures  
cc: Sherry Ansell

**BA**

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

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BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

**ORIGINAL  
DOCKETED**  
JUL 17 2007

SHERRY ANSELL,

Complainant

v.

VERIZON PENNSYLVANIA INC.,

Respondent.

Docket No. C-20077681

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**ANSWER OF VERIZON PENNSYLVANIA INC.  
TO THE COMPLAINT OF SHERRY ANSELL**

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SECRET

2007 JUL 15 PM 4:08

Verizon Pennsylvania Inc. ("Verizon PA"), by its attorneys in this proceeding, Hawke McKeon & Sniscak LLP, hereby submits its Answer to the Complaint filed by Sherry Ansell ("Complainant"). In support thereof, Verizon PA avers and represents as follows:

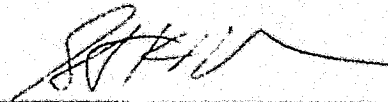
1. ADMITTED.
2. ADMITTED. The correct corporate name of the Respondent is Verizon Pennsylvania Inc.
3. ADMITTED.
4. A. Verizon PA ADMITS that the Complaint involves service quality issues.
4. B. Verizon PA ADMITS that it has received calls from the Complainant in which she has complained about service outages. Verizon PA generally ADMITS that it received calls from the Complainant on the dates indicated in her complaint. However, Verizon PA's records

**DOCUMENT  
FOLDER**

reflect receiving a call on April 5, 2007. Its records do not reflect receiving separate calls on April 3 and April 4, 2007. In each instance, Verizon PA dispatched technicians to investigate the complaint and identify and correct to cause of the problems. Verizon PA further AVERS that it is currently in the process of completing a project to upgrade certain facilities through which service to the Complainant is provided. It is Verizon PA's expectation that this work will resolve the issues described by the Complainant in her complaint. Verizon PA avers that its facilities, as well as its responses to the Complainant's service problems, have been adequate and reasonable.

5. Paragraph 5 of the complaint contains a request for relief to which no response is required.

Respectfully submitted,



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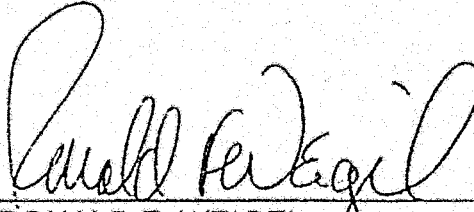
Steven K. Haas  
Hawke McKeon & Sniscak LLP  
Harrisburg Energy Center  
100 North Tenth Street  
P.O. Box 1778  
Harrisburg, PA 17105-1778  
(717) 236-1300  
Email: skhaas@hmslegal.com

DAIFD: July 16, 2007

Counsel for  
Verizon Pennsylvania Inc.

**AFFIDAVIT**

I, **RONALD F. WEIGEL**, Director – Government Relations of Verizon Pennsylvania, am authorized to make this affidavit on its behalf, and I verify that the information provided in the foregoing document(s) is true and correct to the best of my knowledge, information and belief. I understand that false statements therein are made subject to the penalties of 18 Pa. C.S. §4904, relating to unsworn falsifications to authorities.

  
\_\_\_\_\_  
**RONALD F. WEIGEL**  
Director – Government Relations

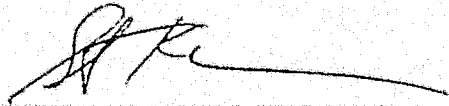
2007 JUN 15 PM 1:08

CERTIFICATE OF SERVICE

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

Service via first class mail:

Sherry Ansell  
551 Millbrook Road  
Jackson Center, PA 16133



---

Steven K. Haas

Dated this 16<sup>th</sup> day of July, 2007.

2007 JUL 15 PM 4:08  
SERV. BY: [illegible]

**H**awke  
  **M**cKeon &  
   **S**niscak LLP

ATTORNEYS AT LAW

William T. Hawke  
Kevin J. McKeon  
Thomas J. Sniscak  
Lillian Smith Harris  
Scott T. Wyland  
Todd S. Stewart  
Craig R. Burgraff  
Janet L. Miller  
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William E. Lehman  
Rikardo J. Hull  
Katherine E. Lovette  
Amy Whitney Baer

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

RJP

October 12, 2007

VIA HAND DELIVERY

James J. McNulty, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street - Filing Room (2 North)  
P.O. Box 3265  
Harrisburg, PA 17105-3265

**ORIGINAL**

PA PUC  
SECRETARY'S BUREAU

2007 OCT 12 PM 4:13

RECEIVED

Re: Sherry Ansell v. Verizon Pennsylvania Inc.; Docket No. C-20077681;  
CERTIFICATE OF SATISFACTION

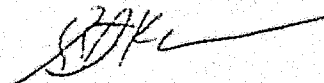
**DOCUMENT  
FOLDER**

Dear Secretary McNulty:

Enclosed for filing with the Commission are the original and three (3) copies of a Certificate of Satisfaction in connection with the above-referenced case. This Certificate indicates that Verizon Ms. Ansell files an objection to the enclosed Certificate of Satisfaction within ten (10) days, the Formal Complaint filed at Docket No. C-20077681 should be withdrawn and the Commission's file closed.

If you have any questions with regard to this filing, please direct them to me. Thank you for your attention to this matter.

Regards,



Steven K. Haas  
Counsel for Verizon Pennsylvania Inc.

SKH/cil

Enclosures

cc. Per the Certificate of Service  
Herb Nurick, Pennsylvania Public Utility Commission

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

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BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

RECEIVED  
2007 OCT 12 PM 4:13  
PA PUC  
SECRETARY'S BUREAU

SHERRY ANSELL,

Complainant

v.

VERIZON PENNSYLVANIA INC.,

Respondent

Docket No C-20077681

**ORIGINAL**

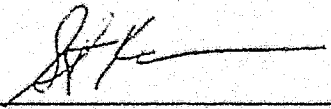
CERTIFICATE OF SATISFACTION

**DOCUMENT  
FOLDER**

I, Steven K. Haas, an attorney with Hawke McKeon & Sniscak LLP, representing Verizon Pennsylvania Inc. in this matter, hereby certify that the above-captioned Formal Complaint filed on April 30, 2007, by Sherry Ansell with the Pennsylvania Public Utility Commission against Verizon Pennsylvania Inc., and docketed at Complaint Docket No. C-20077681 has been satisfied.

This Certificate of Satisfaction is provided pursuant to 52 Pa. Code § 5.24(b). Unless Ms. Ansell files an objection to this Certificate within ten (10) days of its filing, the Formal Complaint filed at Docket No. C-20077681 shall be withdrawn and the Commission's file closed. Verizon PA reserves the right to file an Answer in the event Ms. Ansell files an objection.

**DOCKETED**  
OCT 17 2007

  
\_\_\_\_\_  
Steven K. Haas  
Hawke McKeon & Sniscak LLP  
Harrisburg Energy Center  
100 North Tenth Street  
P.O. Box 1778  
Harrisburg, PA 17105-1778  
Email: skhaas@hmslegal.com  
(717) 236-1300

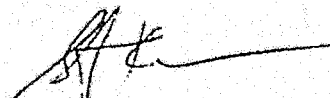
DATED: October 12, 2007

CERTIFICATE OF SERVICE

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

SERVICE BY FIRST CLASS MAIL:

Sherry Ansell  
551 Millbrook Road  
Jackson Center, PA 16133

  
\_\_\_\_\_  
Steven K. Haas

Dated this 12<sup>th</sup> day of October, 2007.

RECEIVED  
2007 OCT 12 PM 4:13  
PA PUC  
SECRETARY'S BUREAU

COMMONWEALTH OF PENNSYLVANIA  
PUBLIC UTILITY COMMISSION

DATE: October 25, 2007  
SUBJECT: Sherry Ansell v. Verizon Pennsylvania Inc.  
C-20077681  
TO: Wanda Zeiders  
Docket Management  
FROM: Linda Salome, ALJ Support Staff  
Office of Administrative Law Judge

DOCUMENT  
FOLDER

On October 12, 2007, a Certificate of Satisfaction was filed in the above-captioned proceeding. If no objection is filed to this certificate within 10 days of the filing, this proceeding will be closed.

All parties should be notified that the case is closed and a copy of that notification placed in the document folder.

Attachment

pc: Herbert Nurick, Mediation Coordinator  
Beth Plantz  
Case File

DOCKETED  
OCT 31 2007



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

IN REPLY PLEASE  
REFER TO OUR FILE

November 9, 2007

C-20077681

SHERRY ANSELL  
551 MILLBROOK ROAD  
JACKSON CENTER PA 16133

SHERRY ANSELL  
v.  
VERIZON PENNSYLVANIA, INC.

TO WHOM IT MAY CONCERN:

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

Very truly yours,

James J. McNulty  
Secretary

cc: All parties of Record  
OFFICE OF ALJ

ane

DOCUMENT  
FOLDER

**DOCKETED**  
NOV - 9 2007