

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

PAULA PONTE	:	
	:	
v.	:	C-2016-2559745
	:	
VERIZON PENNSYLVANIA LLC	:	

**INTERIM ORDER
SETTING RESOLUTION PROCEDURE**

On or about July 15, 2016, Paula Ponte ("Complainant") filed a complaint against Verizon Pennsylvania LLC ("Respondent"), at the above-captioned docket number. On or about August 23, 2016, Respondent filed an Answer and Preliminary Objections to the complaint. On January 11, 2017, ALJ Myers issued an Order denying the Preliminary Objections.

Based upon a review of the information contained in this material, I direct the parties to attempt to resolve this matter themselves. Respondent shall continue to work with Complainant in an attempt to resolve this case, and Complainant shall cooperate in this effort.

By March 6, 2017, Respondent shall file a short report with Mediator Cynthia Lehman ("Mediator"), setting forth:

(a) 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

(b) A statement of any issues which have been resolved, if a full resolution has not been achieved.

The Commission encourages mediation if the parties cannot reach an agreement on their own. 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 resolve the complaint on their own, they are entitled to a hearing. A hearing is a formal, adversarial proceeding which 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. The Complainant must prove that the Respondent has violated the Public Utility Code, a regulation or an order of the Commission which would entitle the Complainant to the relief sought in the complaint.

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

Cynthia Lehman
P. O. Box 3265
Harrisburg, PA 17105-3265
Telephone: (717) 783-5428
Email: cylehman@pa.gov

Date: February 3, 2017



JOEL H. CHESKIS
Administrative Law Judge

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