



COMMONWEALTH OF PENNSYLVANIA

November 14, 2018

E-FILED

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17120

**Re: Pennsylvania Public Utility Commission v. Verizon North LLC /
Docket No. R-2018-3005793**

Dear Secretary Chiavetta:

Enclosed please find the Complaint, Public Statement, and Verification, on behalf of the Office of Small Business Advocate ("OSBA"), in the above-captioned proceeding.

Copies will be served on all known parties in this proceeding, as indicated on the attached Certificate of Service.

If you have any questions, please do not hesitate to contact me.

Sincerely,


Steven C. Gray
Assistant Small Business Advocate
Attorney ID No. 77538

Enclosures

cc: Joseph Gillan
Parties of Record

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

PENNSYLVANIA PUBLIC UTILITY COMMISSION	:	
	:	
	:	
v.	:	Docket No. R-2018-3005793
	:	
VERIZON NORTH LLC	:	

**COMPLAINT OF
SMALL BUSINESS ADVOCATE**

1. The Complainant is:

John R. Evans
Small Business Advocate
300 North Second Street, Suite 202
Harrisburg, PA 17101
(717) 783-2525

2. The name and address of the Complainant's attorney is:

Steven C. Gray
Assistant Small Business Advocate
Office of Small Business Advocate
300 North Second Street, Suite 202
Harrisburg, PA 17101
(717) 783-2525

3. The respondent utility is:

Verizon North LLC
303 Walnut Street
12th Floor
Harrisburg, Pa. 17101

4. The Complainant is authorized and directed by the Small Business Advocate Act, Act 181 of 1988, 73 P.S. §§ 399.41 - 399.50, to represent the interests of small business consumers of utility services in matters before the Pennsylvania Public Utility Commission (“Commission”).

5. This complaint is filed against the rates, terms, and other provisions of the 2019 Price Change Opportunity (“PCO”) filing of Verizon North LLC (“Verizon North” or the “Company”) which was filed on November 1, 2018. According to this PCO filing, Verizon North’s price stability mechanism calculates that the Company’s 2019 PCO is \$246,000.

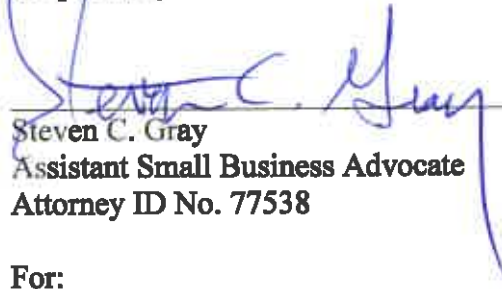
6. Upon preliminary review of the materials filed by Verizon North in support of its 2019 PCO filing, the Complainant believes, and therefore avers, that those materials may be insufficient to justify the rate adjustments, and that Verizon North’s proposed rates, rules, and conditions of service may be unjust, unreasonable, unduly discriminatory, and otherwise contrary to law, particularly as they pertain to Verizon North’s small business customers.

7. Upon preliminary review of the materials filed by Verizon North in support of its 2019 PCO filing, the Complainant also believes, and therefore avers, that the proposed rate adjustments for Verizon North’s business customers may be unjust, unreasonable, and in violation of 66 Pa. C.S. §§ 1301, 3015(g), and 3019(e).

8. In view of the foregoing, the Small Business Advocate respectfully requests that the Pennsylvania Public Utility Commission:

- a. Suspend and investigate the operation of Verizon North's 2019 PCO filing;
- b. At the conclusion of such investigation, reject the proposed new rates and other tariff changes proposed in the 2019 PCO filing to the extent required to make certain that Verizon North's rates are lawful, just, reasonable, and not unduly discriminatory to any class of customers; and
- c. Grant such other relief as may be necessary or appropriate.

Respectfully submitted,



Steven C. Gray
Assistant Small Business Advocate
Attorney ID No. 77538

For:

John R. Evans
Small Business Advocate

Office of Small Business Advocate
300 North Second Street, Suite 202
Harrisburg, PA 17101
(717) 783-2525
(717) 783-2831 (fax)

Dated: November 14, 2018

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

PENNSYLVANIA PUBLIC UTILITY COMMISSION	:	
	:	
v.	:	Docket No. R-2018-3005793
	:	
VERIZON NORTH LLC	:	

**PUBLIC STATEMENT OF
THE OFFICE OF SMALL BUSINESS ADVOCATE**

The Small Business Advocate is authorized and directed to represent the interests of small business consumers of utility services in Pennsylvania under the provisions of the Small Business Advocate Act, Act 181 of 1988, 73 P.S. §§ 399.41 – 399.50 (“the Act”). The Act further provides that the Small Business Advocate issue publicly a written statement stating concisely the specific interest of small business consumers to be protected by the initiation of or intervention in any proceeding involving those interests before the Public Utility Commission (“the Commission”) or any other agency or court. This public statement relates to the filing today by the Small Business Advocate of a Complaint against the 2019 Price Change Opportunity (“PCO”) filing of Verizon Pennsylvania (“Verizon North” or the “Company”).

The Small Business Advocate has filed a formal Complaint against Verizon North’s 2019 PCO filing to protect the interests of Verizon North’s small business customers. A preliminary review of the data filed by Verizon North in support of its 2019 PCO filing indicates that the filing may be discriminatory in its treatment of small business customers. A thorough inquiry by the Commission into all elements of the

Company's 2019 PCO filing is necessary to ensure that the resulting rates are lawful, just, reasonable, and nondiscriminatory.

In view of the foregoing, the Small Business Advocate will participate in proceedings before the Commission to investigate Verizon North's 2019 PCO filing. The Small Business Advocate will ask the Commission to deny any proposed rate adjustments or other changes to Verizon North's present tariffs that apply to small business customers that are not proven to be lawful, just, reasonable and non-discriminatory.

Dated: November 14, 2018

VERIFICATION

I, John R. Evans, hereby state that the facts set forth herein above 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).

Date: November 14, 2018



(Signature)

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

**PENNSYLVANIA PUBLIC UTILITY
COMMISSION**

v.

VERIZON NORTH LLC

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Docket No. R-2018-3005793

CERTIFICATE OF SERVICE

I hereby certify that true and correct copies of the foregoing have been served via email and/or First-Class mail (*unless other noted below*) upon the following persons, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant).

The Honorable Charles E. Rainey Jr.
Chief Administrative Law Judge
Pennsylvania Public Utility Commission
400 North Street
Commonwealth Keystone Building
Harrisburg, PA 17120
crainey@pa.gov
(Email and Hand Delivery)

Tanya J. McCloskey, Esquire
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Office of Consumer Advocate
555 Walnut Street, 5th Floor
Harrisburg, PA 17101
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Suzan D. Paiva, Esquire
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(Counsel for Verizon)

Philip J. Wood, Jr.
Verizon Pennsylvania
303 Walnut Street, 12th Floor
Harrisburg, PA 17101
philip.j.wood.jr@verizon.com
(Expert Witness for Verizon)

DATE: November 14, 2018



Steven C. Gray
Assistant Small Business Advocate
Attorney ID No. 77538