**BEFORE THE**

**PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Via electronic service only due to Emergency Order at M-2020-3019262

GREGORY PIEDMO :

 :

 v. : DOCKET # C-2021-3028120

 :

VERIZON PENNSYLVANIA LLC :

**INTERIM ORDER**

**SETTING RESOLUTION PROCEDURE**

On or about August 9, 2021, Gregory Piedmo ("Complainant"), filed a Complaint against Verizon Pennsylvania LLC ("Respondent"), at the above-captioned docket number. On or about September 14, 2021, Respondent filed an Answer to the Complaint.

 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 October 18, 2021,** **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 reach an agreement on their own, and do not consent to mediate, they are entitled to the hearing process. 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:

 Pennsylvania Public Utility Commission

 Office of Administrative Law Judge

 Mediator Cynthia Lehman

 Commonwealth Keystone Building 2nd FL West

 400 North Street

 Harrisburg, PA 17120

Telephone:717.783.5428
Email: cylehman@pa.gov

Date: September 16, 2021 /s/

 CHARLES E. RAINEY, JR.

 Chief Administrative Law Judge

**C-2021-3028120 - GREGORY PIEDMO v. VERIZON PENNSYLVANIA LLC**GREGORY PIEDMO5068 MORRISDALE ALLPORT HIGHWAYMORRISDALE PA 16858**814.345.5258**GREG.PIEDMO@GMAIL.COM SUZAN D PAIVA ESQUIREVERIZON900 RACE ST 6TH FLPHILADELPHIA PA 19107**267.768.6184**Suzan.D.Paiva@Verizon.comAccepts eService