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Senate of Pennsylvania

March 15, 2023

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Secretary Rosemary Chiavetta, Esq.
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
2nd Floor, Room-N201
400 North Street
Harrisburg, Pennsylvania 17120

RECEIVED

MAR 15 2023

**PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU**

RE: OCA & OSBA v Commonwealth d/b/a Frontier (C-2023-3037574)

Dear Secretary Chiavetta:

It is my understanding that the Office of Consumer Advocate (OCA) and the Office of Small Business Advocate (OSBA) have filed a complaint against Commonwealth d/b/a Frontier that has been assigned to Administrative Law Judges Haas and Coogan. These ALJs have set a prehearing conference the morning of Tuesday, April 11, 2023. I also understand that at this conference, it will be determined whether a public input hearing will be held. I am writing to voice my full support for a regional public input hearing in either Tioga County or Bradford County for customers with complaints against Frontier.

Over the past several months, approximately 300 Frontier Commonwealth customers submitted informal complaints to PA State Representatives Tina Pickett, Clint Owlett, and Martin Causer, describing serious and persistent service problems experienced with Frontier's telephone and broadband service availability. These complaints were shared with me by the State Representatives and raise fundamental safety concerns for the affected customers. Without access to these basic communication services, these Pennsylvanians have been unable to correspond via phone or computer with family members, physicians, and emergency services, etc. This is not acceptable by any standard.

I join with my fellow legislators in support of a regional public input hearing and urge you to consider this as an opportunity to ensure these Pennsylvanians are given a collective voice to express their concerns regarding these significant Frontier service issues. I appreciate your consideration.

Sincerely,

A handwritten signature in black ink that reads "Gene Yaw".

GENE YAW
SENATOR

GY/dr

C: Patrick M. Cicero, PA Office of Consumer Advocate
NazAarah Sabree, PA Office of Small Business Advocate