

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

DONNA SCHRANTZ	:	
	:	
v.	:	DOCKET #: C-2025-3053292
	:	
VERIZON PENNSYLVANIA LLC	:	

**INTERIM ORDER
SETTING RESOLUTION PROCEDURE**

On or about February 6, 2025, Donna Schrantz ("Complainant") filed a Complaint against Verizon Pennsylvania LLC ("Respondent"), at the above-captioned docket number. On or about February 27, 2025, Respondent Verizon Pennsylvania LLC 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 April 2, 2025, Respondent shall file a short report with Mediator Teri-Lee Rhoades ("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 Teri-Lee Rhoades
400 North Street
Harrisburg, PA 17120
Telephone: 717.787.5633
[Email: terhoades@pa.gov](mailto:terhoades@pa.gov)

Date: 3/3/2025

CHARLES E. RAINEY, JR.
Chief Administrative Law Judge

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Served via eService March 3, 2025

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Served via eService March 3, 2025

(Counsel for Verizon Pennsylvania LLC)