



**900 Race Street  
6<sup>th</sup> Floor  
Philadelphia, PA 19107**

**Suzan DeBusk Paiva  
Associate General Counsel  
Suzan.d.paiva@verizon.com**

April 16, 2025

**Via Electronic Filing**

Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street – Filing Room (2 North)  
Harrisburg, PA 17105-3265

Re: Eve McCauley v. Verizon North LLC;  
Docket No. C-2024-3052212;  
**Motion for Continuance of Initial Hearing**

Dear Secretary Chiavetta:

Attached is Verizon North LLC's ("Verizon") Motion for Continuance of Initial Hearing that is scheduled for May 6, 2025 in the case listed above.

Verizon has contacted the Complainant and spoke with Eve McCauley, and she is in agreement with this request. A copy of this Motion is being sent to Administrative Law Judge Jeffrey Watson and Ms. McCauley, as indicated by the cc: below.

If you have any questions with regard to this matter please feel free to contact me.

Very truly yours,

Suzan D. Paiva  
Counsel for Verizon Pennsylvania LLC

SDP/sau  
Attachment

**Via Email and/or US First Class Mail**

cc: Honorable Jeffrey Watson ([jeffwatson@pa.gov](mailto:jeffwatson@pa.gov))  
Eve McCauley

**CERTIFICATE OF SERVICE**

I, Suzan D. Paiva, hereby certify that I have this day served a copy of the Motion of Verizon North LLC, upon the participants listed below.

Dated at Philadelphia, Pennsylvania, this April 16, 2025.

**VIA EMAIL and USPS FIRST CLASS MAIL AS INDICATED**

Eve McCauley  
2550 State Route 49E  
Westfield, PA 16950

Honorable Jeffrey Watson  
Administrative Law Judge  
Pennsylvania Public Utility Commission  
301 Fifth Avenue #220  
Pittsburgh, PA 15222  
[jeffwatson@pa.gov](mailto:jeffwatson@pa.gov)



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Suzan D. Paiva  
Verizon Pennsylvania LLC  
900 Race Street, 6<sup>th</sup> Floor  
Philadelphia, PA 19107

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

E McCauley,	:	
	:	
Complainant	:	
	:	
v.	:	Docket No. C-2024-3052212
	:	
VERIZON NORTH LLC	:	
	:	
Respondent	:	

**UNCONTESTED MOTION FOR CONTINUANCE OF INITIAL HEARING**

Pursuant to 52 Pa. Code §1.15(b), Verizon North LLC (“Verizon”)<sup>1</sup> hereby respectfully requests a continuance of the initial telephonic hearing date scheduled in this matter and, in support, states the following:

1. An initial telephonic hearing in this matter is scheduled currently for Tuesday, May 6, 2025 at 10:00 A.M.
2. Verizon and the Complainant have agreed to request a continuance of the May 6, 2025 hearing date to allow more time to work with our Trunk Maintenance and customer service staff to ensure that all service issues have been resolved, as described in more detail below.
3. By way of background, Verizon has been working with Ms. McCauley to address intermittent service issues. Investigations of our outside facilities did not identify any trouble; however, our testing identified potential issues with Ms. McCauley’s inside wiring. We have not yet been able to gain access to the customer’s property to complete testing of the inside wiring. Ms. McCauley expressed a preference to work with a member of

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<sup>1</sup> Please note that the Commission incorrectly captioned this Complaint as against Verizon Pennsylvania LLC, but the telephone number at issue is served by Verizon North LLC. Verizon North respectfully requests that the caption be amended to reflect it as the Respondent.

our Trunk Maintenance team who has helped her previously. On April 10, 2025, a Verizon representative, the Trunk Maintenance team member, and Ms. McCauley discussed this case and agreed request a two-month continuance of the hearing date to continue our investigation to address her concerns of noise on the line and Caller ID blocking restrictions in an effort to resolve this case.

4. The hearing notice and the prehearing order in this matter state, “[y]ou may request a continuance of the hearing if you have a good reason. All continuances will be granted only for good cause.”

5. Verizon avers that “good cause” exists to continue the scheduled hearing to a later date because the opportunity to work with our Trunk Maintenance team to further test and identify any service issues could result in resolving the case, or at least would provide a more robust factual record for the Commission.

6. In the April 10, 2025 discussion Ms. McCauley advised that she agrees with this request, so this motion is uncontested.

7. The parties respectfully request to continue the hearing and reschedule it to a date after July 6, 2025. If a certificate of satisfaction has not been filed by Monday, July 7, 2025, then Verizon will file a status report with the presiding officer and request that a new hearing date be set.

Respectfully submitted,



Date: April 16, 2025

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Suzan DeBusk Paiva, I.D. No. 53853  
Verizon  
900 Race Street, 6<sup>th</sup> Floor  
Philadelphia, PA 19107  
Phone: (267) 768-6184

*Counsel for Respondent  
Verizon North LLC*