

Robert P. Morris
3153 Catholic Valley Road
Glen Rock, PA 17327

Office of the Secretary
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, PA 17120

DATED: 5-19-25

RP

Re: BCS:3975674 Docket No. C-2024-3050358

RCVD PUC SEC BUR
MAY 22 2025 AM 10:22

Concerning the filing of Suzan D. Paiva, Counsel, Verizon North, of May 14, 2025 of "Certificate of Satisfaction", seeking discharge of my complaint, alleging full compliance with material issues within the complaint: *The complaint has not been resolved.*

- 1) Issues of the complaint that have been addressed:
 - Installation of battery backup within the C.O.
 - Assertion that Verizon personnel have contacted MetEd for the purpose of cooperation to remediate electrical system failures in a timely manner; namely those deficiencies impacting Verizon infrastructure.

- 2) Issues of the complaint that have not been addressed:
 - I first determined in 2009 that battery backup in the C.O. was missing. How does Verizon account for no less than 16 years of delay in replacement and/or repair of this equipment?
 - Over a 40-year history of my attempts to resolve problems with service, I repeatedly received stonewalling from customer service representatives that it was our (in-home) equipment that was allegedly always responsible for quality-of-service issues. Over a single instance of service interruptions and loud line-static lasting about 4 months, one representative advised us to replace our phone. Bearing that expense – at the time over \$60.00 – that representative's "suggestion" resulted in no change to service whatsoever. That incident was finally resolved by replacement of equipment within the C.O.
 - Over the duration of these service failures due to lack of maintenance and repair of Verizon infrastructure, our phone (and subsequent ADSL internet service) rates reached exorbitant levels, considering that landline customers were underwriting the costs for Verizon to build out wireless infrastructure, with no resulting benefit for landline rate-payers.
 - During this time, a reasonable person observing this situation might assume that since Verizon is a regulated utility, the PUC would have engaged in an ongoing compliance and audit program to determine whether utility rate increases were merited according to company assertions. That is, customers received failing and deficient service, paying ever-escalating rates to subsidize other company customers, essentially in breach of the company's contractual obligations to landline customers.
 - The formal complaint ascribes culpability to MetEd as well for failure to maintain transmission line infrastructure, beginning after the 1979 incident at Three Mile Island nuclear power plant.

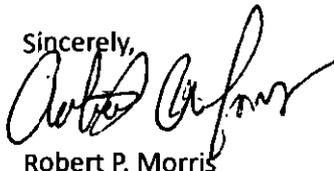
From the outset, the complaint has maintained that resolution of these issues must include a comprehensive compliance and audit protocol by the PUC, as is the case with other public-facing institutions, e.g., banking, insurance, accounting, and school board taxation mechanisms.

For these reasons, I seek public exposure of the issues of the complaint as the matter affects citizens of Pennsylvania generally, to be accomplished by a hearing before the Commission.

I wish also to include other possible/likely complainants to offer testimony or validation of these claims as they have been affected by infrastructure deficiencies over a wider geographical area than that served merely by the local Verizon C.O.

Since I have not been provided with a hearing date before the Commission, I am not able to confirm with interested parties and business owners when they would be necessitated – as busy local business people – to schedule time away from their businesses. The delay in setting a date only works in favor of failure of future commitment to provide permanent solutions.

Sincerely,



Robert P. Morris

Via U.S. Postal Service

Cc: Suzan D. Paiva
Lisa Morse

DATED: 5-19-25 Rm1



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