

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

DEBRA AND RONALD MILLER

v.

VERIZON PENNSYLVANIA LLC

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C-2025-3055451

**INTERIM ORDER
SETTING RESOLUTION PROCEDURE**

On or about May 28, 2025, Debra and Ronald Miller ("Complainant") filed a Complaint against Verizon Pennsylvania LLC ("Respondent"), at the above-captioned docket number. On or about June 23, 2025, 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 July 28, 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.

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DEBRA AND RONALD MILLER
907 KINNAN RD
GLEN CAMPBELL PA 15742
724.286.9432
red_apple94@hotmail.com
Served via eService June 30, 2025

SUZAN D PAIVA ESQUIRE
VERIZON
900 RACE ST 6TH FL
PHILADELPHIA PA 19107
267.768.6184
suzan.d.paiva@verizon.com
Served via eService June 30, 2025
(Counsel for Verizon Pennsylvania LLC)