

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

JEANENNE MICHAELS

v.

VERIZON PENNSYLVANIA LLC

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DOCKET # C-2025-3055670

**INTERIM ORDER  
SETTING RESOLUTION PROCEDURE**

On or about June 10, 2025, Jeanenne Michaels ("Complainant") filed a Complaint against Verizon Pennsylvania LLC ("Respondent"), at the above-captioned docket number. On or about July 01, 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 August 13, 2025, Respondent shall file a short report with Mediator Cynthia Lehman ("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.



**C-2025-3055670 - JEANENNE MICHAELS v. VERIZON PENNSYLVANIA LLC**

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*(Counsel for Verizon Pennsylvania LLC)*