

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Raymond G. Gehring	:	
	:	
v.	:	F-2024-3048169
	:	
Verizon Pennsylvania LLC	:	

**INTERIM ORDER  
SCHEDULING A HYBRID HEARING**

On or about March 12, 2024, Raymond G. Gehring (Complainant) filed a Formal Complaint (Complaint) with the Pennsylvania Public Utility Commission (Commission) against Verizon Pennsylvania LLC (Verizon or Company).<sup>1</sup> Mr. Gehring’s Complaint was served on Verizon on April 5, 2024. Mr. Gehring alleges that Verizon disconnected his telephone service and applied fraudulent charges to his December 2023 and January 2024 bills. He also claims that Verizon should have applied the Affordable Connectivity Program (ACP) discount to his bills beginning with his October 2023 bill and, had that discount been applied, his service would not have been disconnected.

On April 25, 2024, Verizon filed an answer to the Complaint. The answer was served to Mr. Gehring by First-Class Mail. Verizon denied that the ACP discount could have been applied to the Complainant’s account because the Complainant subscribed to basic local telephone service. Verizon states that the ACP provides a discount for internet service (only), and Mr. Gehring did not subscribe to Verizon internet service. The Company admits that Mr. Gehring’s service was disconnected for nonpayment. Verizon asked the Commission to refer the matter to mediation to allow Verizon an opportunity to attempt to contact Mr. Gehring to address his billing questions.

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<sup>1</sup> The Complaint is a timely appeal from the determination of the Commission’s Bureau of Consumer Services (BCS), at BCS No. 3957029, which dismissed Complainant’s informal complaint and provided a payment arrangement. A timely BCS appeal is subject to *de novo* review. 52 Pa. Code § 56.173(a).

On April 29, 2024, Chief Administrative Law Judge Charles E. Rainey, Jr. issued an Interim Order Setting Resolution Conference (Interim Order) referring this matter to mediation. The Interim Order was served to Mr. Gehring by First-Class Mail.

On May 23, 2024, the Complainant filed a reply to Verizon's answer. The reply is dated May 22, 2024 and was served to Verizon by First-Class Mail.

Mediation was not successful.

On October 2, 2024, the Commission issued an initial hearing notice setting a formal call-in telephonic hearing for this matter for November 6, 2024 and assigned Dennis J. Buckley as the presiding officer. On November 1, 2024, the Commission issued a notice rescheduling the hearing to be held in-person on November 20, 2024. On November 13, 2024, the Commission issued a notice rescheduling the in-person hearing for December 20, 2024. Most recently, on December 13, 2024, the Commission canceled the December 20, 2024 hearing.

This matter was assigned to me on April 3, 2025.

Given the passage of time, I issued an Interim Order on April 14, 2025, in which I directed the parties to confer about possible settlement and provide a joint update to me by May 28, 2025. This was a roughly 45-day period, which recognized that mail or the equivalent may be the only available means of communication between the parties. I indicated that, if the parties were not able to resolve the matter, I would schedule a hearing.

On May 28, 2025, Verizon filed a Certificate of Satisfaction (Certificate), pursuant to 52 Pa. Code §5.24(b).<sup>2</sup> The Certificate provided notice that the Complaint would be withdrawn and the Commission's file closed, unless the Complainant filed an objection within 10 days of its filing.

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<sup>2</sup> On the same date, Verizon filed a Corrected Certificate of Satisfaction. The only change was to correct the spelling of the Complainant's name.

On May 30, 2028, I received a status report from the Complainant, which was timely deposited in First-Class Mail on May 28, 2025. In the status report, the Complainant indicated that his Complaint had not been resolved, contrary to Verizon's understanding per the company's correspondence to Mr. Gehring dated April 22, 2025. The attached proof of service stated that the status report was also mailed to Verizon on May 28, 2025.

On June 16, 2025, the Complainant's Objection to Certificate of Satisfaction (Objection) was filed with the Commission. The stamped date of deposit in First-Class Mail was June 12, 2025.

As a technical matter, the Objection was not filed within 10 days of the Certificate of Satisfaction. Given the additional three days afforded by 52 Pa. Code § 1.56(b), which applies whenever a party is required to do an act within a prescribed period after service of a document upon the party and the document is served by First-Class Mail, the deadline for Complainant to file an Objection was June 9, 2025 (the first business day following the deadline of June 7, 2025). As noted, the date of deposit was June 12, 2025.

I will disregard this procedural defect, however, pursuant to 52 Pa. Code § 1.2 (providing for the liberal construction of the rules, particularly where the litigant is self-represented), and will deem the Objection as being timely-filed. The delay was minimal and, further, the Complainant had provided notice to Verizon in his status report that, as of May 28, 2025, he did not consider there to be a settlement. Thus, I do not find that mailing the Objection three days late adversely affected a substantive right of Verizon.

Accordingly, there being no resolution of this matter, an evidentiary hearing will be scheduled. The location for the hearing will be an available hearing room in the Commonwealth Keystone Building in Harrisburg, Pennsylvania in September 2025. The parties and any witnesses may participate in-person or by telephone. The details for participating in-person and by telephone will be provided by separate, written notice. The hybrid-format is intended to provide the greatest flexibility for participation by the parties and potential witnesses

and also to recognize that the only means to communicate by and with the Complainant is First-Class mail.

If any participants will participate by telephone, I direct the parties to notify me in writing at least 10 days prior to the scheduled hearing. This information will assist me in conducting the hearing most efficiently.

ORDER

THEREFORE,

IT IS ORDERED:

1. That the Objection to Certificate of Satisfaction filed by Raymond Gehring on June 16, 2025 in this matter is deemed timely.
2. That the scheduling staff of the Office of Administrative Law Judge shall schedule an evidentiary hearing in an available hearing room in the Commonwealth Keystone in September 2025, with the option for participation in-person or by telephone, and notify the parties in writing.
3. That the parties are directed to notify me in writing, no later than 10 days prior to the scheduled hearing, if any participant(s) will join the hearing by telephone.

Date: July 15, 2025

\_\_\_\_\_/s/  
Erin L. Gannon  
Administrative Law Judge

**F-2024-3048169 - RAYMOND G GEHRING v. VERIZON PENNSYLVANIA LLC**

RAYMOND G GEHRING

[REDACTED]  
[REDACTED]  
[REDACTED]

Served via first-class mail July 15, 2025

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Served via eService July 15, 2025

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