

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Daniel Wilson	:	
	:	
v.	:	C-2024-3047193
	:	
Verizon Pennsylvania, LLC	:	

**INTERIM ORDER
CURING *EX PARTE* COMMUNICATION, CANCELLING HEARING, AND
TRANSFERRING MATTER TO MEDIATION**

On February 26, 2024, Daniel Wilson (Complainant or Mr. Wilson) filed a Formal Complaint (Complaint) with the Pennsylvania Public Utility Commission (Commission), against Verizon Pennsylvania, LLC (Verizon, Company, or Respondent) regarding telephone service at 144 Wildwood Lane, Tidioute, PA (service location). Complainant checked the box on the Formal Complaint form indicating he was having reliability, safety, or quality problems with his service. Complaint ¶ 4. As relief, Complainant requested that he be provided reliable service. Complaint ¶ 5. Regarding service by the Commission, Complainant selected service by First-Class Mail, checking the box and initialing next to this option.

On April 1, 2024, Verizon filed an Answer. It averred the service location is located within the Allegheny National Forest Hickory Creek Wilderness, which is part of the Nation Wilderness Preservation System. Answer ¶ 4. Verizon admits Complainant experienced a service issue, but submits that its investigation revealed that a broken telephone pole located on an island in the Allegheny River caused a cable that provides service to Mr. Wilson to fall into the river and become washed away. *Id.* Verizon explains that the pole and cable are on an island located in the Allegheny National Forest Wild and Scenic area and the US Forest Service has restricted Verizon from working on the island. It avers its engineers were working with the US Forest Service on an alternate path to reroute the cable to restore service, which would likely

require new construction. *Id.* Finally, Verizon requested this matter be referred to the Mediation Unit of the Office of Administrative Law Judge.

On April 3, 2024, Chief Administrative Law Judge Charles E. Rainey, Jr., issued an Interim Order Setting Resolution Conference.

On October 14, 2025, Verizon filed a certificate of satisfaction pursuant to 52 Pa. Code § 5.24(b).

On October 20, 2025, Complainant filed correspondence reiterating his frustrations with his Verizon service. The Commission's Secretary's Bureau categorized this correspondence as an objection to the certificate of satisfaction.

On December 9, 2025, the Commission issued an Initial Telephonic Hearing Notice, assigning this matter to me and scheduling a hearing for February 5, 2026.

On December 9, 2025, I issued a Prehearing Order, which, *inter alia*, reminded the parties of the date and time of the hearing and provided information regarding the procedural rules.

On January 7, 2026, counsel for the Company emailed me *ex parte*. She advised that Mr. Wilson did not have an email address, and therefore, he was not copied. She explained that although Complainant's telephone service was restored in October of 2025 and has been in good working order since then, Mr. Wilson disagreed with Verizon's certificate of satisfaction filed on October 14, 2025, stating that he wished to keep the case open longer. She advised that one of Verizon's team members, Ms. Wardlow, has been speaking with Mr. Wilson throughout this case. Counsel noted that Ms. Wardlow spoke to Complainant via telephone on January 6, 2026, and confirmed that he is not looking for a hearing but wants to keep the complaint case open longer and is not ready to agree to close it. Counsel averred Mr. Wilson agreed to place the case back in Mediation.

Therefore, counsel requested this matter be transferred back to the Mediation Unit.

A copy of counsel's January 7, 2026, email is attached to this Order so as to cure the *ex parte* nature of that communication.

Upon receipt of Counsel's January 7, 2026, email, I contacted the Mediation Unit, who has agreed to accept this matter.

THEREFORE,

IT IS ORDERED:

1. That the matter at Daniel Wilson v. Verizon Pennsylvania, LLC, docketed at C-2024-3047193 be transferred to the Mediation Unit of the Office of Administrative Law Judge for further proceedings not inconsistent with this Order.
2. That the hearing scheduled for February 5, 2026 is cancelled.

Date: January 9, 2026

/s/
Emily I. DeVoe
Administrative Law Judge

Schleig, Deana

From: Paiva, Suzan D <suzan.d.paiva@verizon.com>
Sent: Wednesday, January 7, 2026 2:53 PM
To: DeVoe, Emily; Rhoades, Teri-Lee; Lehman, Cynthia; Mayra A Cevallos; Mishanda Wardlow
Subject: [External] Wilson v. Verizon Pennsylvania LLC - C-2024-3047193 - Request to transfer case to Mediation and cancel Hearing
Attachments: C-2024-3047193 Intial Telephonic Hearing Notice_2-5-26.pdf
Follow Up Flag: Follow up
Flag Status: Flagged

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Good morning Judge DeVoe and Mediators Lehman and Rhoades,

The above-captioned case is scheduled for an evidentiary hearing on February 5, 2026. We would like to request that the case be put back into Mediation and the hearing cancelled.

By way of background, this formal complaint was in Mediation from its inception while Verizon worked on a rather complicated telephone service restoral in a remote area of the Allegheny National Forest where the Forest Service would not allow us to repair a storm-damaged river crossing and we had to rebuild a new network in another location to serve Mr. Wilson. Telephone service was restored in October of 2025 and has been in good working order since then, but Mr. Wilson disagreed with Verizon's Certificate of Satisfaction filed on 10/14/25, stating that he wished to keep the case open longer. The case was then scheduled for a hearing.

One of Verizon's team members, Ms. Wardlow, has been speaking with Mr. Wilson throughout this case. She spoke to him via telephone on January 6 and confirmed that he is not looking for a hearing but wants to keep the complaint case open longer and is not ready to agree to close it. He agreed to place the case back in Mediation. Unfortunately we do not have an email address for him so I could not copy him on this email.

We therefore believe the best course would be to place the case back into Mediation so we can monitor Mr. Wilson's telephone service and keep in communication with him and the mediator until Mr. Wilson feels ready to close this complaint. Please advise if this email is sufficient to cancel the hearing and place the case back in Mediation, or if you would like Verizon to file a letter or a formal motion.

Thank you for your consideration of this request.

Suzan Paiva

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Suzan D. Paiva

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C-2024-3047193 - DANIEL F WILSON v. VERIZON PENNSYLVANIA LLC

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