

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

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

**INTERIM ORDER
RULING ON ADMISSION OF LATE-FILED EXHIBITS AND CLOSING RECORD**

A full procedural background for this matter is set forth in the interim orders on the process for late-filed exhibits issued on October 16, 2025 and December 29, 2025 in this matter. Relevant to the instant order, during the evidentiary hearing on October 15, 2025, I directed Verizon Pennsylvania LLC (Verizon or Company) to provide: (1) additional billing records for Mr. Gehring’s account for September through November 2023, and any final bill or statement issued when the account was closed and (2) any records of communications with Mr. Gehring addressing the Affordable Connectivity Program (ACP) discount that were not included in Verizon Exhibits 6 and 7. Tr. 141-44. I also established deadlines for any objections by Mr. Gehring or response to objections by the Company.

On October 16, 2025, consistent with the procedure established during the evidentiary hearing, I emailed counsel for Verizon, Ms. Paiva, a redacted copy of Gehring Late-Filed Exhibits 1 and 2. On October 30, 2025, Verizon filed a letter stating that it does not object to Gehring Late-Filed Exhibits 1 and 2 being admitted into evidence.

Also on October 16, 2025, Verizon served six late-filed exhibits, identified as Verizon Exhibits 8 through 13.

By mail deposited on November 19, 2025, Mr. Gehring timely filed objections to Verizon Exhibits 10 and 13. The basis for the Complainant’s objection to Verizon Exhibit 13 is

that the exhibit did not include call notes for August 2023. Mr. Gehring requests that the undersigned “make a written order for the ‘call notes’ and/or all the call notes prior to September 1, 2023; but specifically all of the call notes of August, 2023, for the defense counsel to provide in a reasonable amount of time.” Gehring Objection at 3.

On December 15, 2025, Verizon filed a reply to Mr. Gehring’s objections. The reply included an additional late-filed exhibit, which the Company identified as Verizon Exhibit 14 and described as “all of the call notes from Mr. Gehring’s account from August of 2023.” Verizon Reply at 1.

The Complainant did not submit any additional late-filed exhibits by the November 14, 2025 deadline.

On December 29, 2025, I issued a Second Interim Order on Process for Late-Filed Exhibits, setting a deadline of January 16, 2026 for the Complainant to file any objection to Verizon Exhibit 14. I also directed Verizon to provide a verification for the Company’s late-filed Exhibits 8 through 14, no later than January 16, 2026.

On January 6, 2026, the Company filed a verification for Verizon Exhibits 8 through 14.

Mr. Gehring did not file any objection to the admission of Verizon Exhibit 14.

All deadlines for late-filed exhibits and any objections thereto having passed, I will now consider whether to admit the late-filed exhibits into the record.

Gehring Late-Filed Exhibits 1 and 2

Gehring Late-Filed Exhibit 1 is a letter dated May 22, 2024, sent by Mr. Gehring and addressed to Attorney Paiva. The letter states that a copy was also sent to Teri-Lee Rhoades, Mediator, at the Pennsylvania Public Commission.

Gehring Late-Filed Exhibit 2 is a letter dated July 10, 2024, sent by Mr. Gehring and addressed to Attorney Paiva. This letter also states that a copy was sent to Mediator Rhoades.

This proceeding was referred to the mediation unit of the Office of Administrative Law Judge by interim order issued on April 29, 2024. The case was assigned to a presiding officer on October 2, 2024. Both documents at issue were mailed by the Complainant while the case was with the mediation unit. As a general rule, mediation communications and documents are privileged and shall not be admissible as evidence in an administrative proceeding. 42 Pa.C.S. § 5949(a); *see also* Pa.R.C.P. Rule 1940.2 (mediation is a confidential process).

Additionally, Section 5.401(b) of the Commission's regulations provides that evidence will be excluded if the evidence is duplicative. 52 Pa. Code § 5.401(b)(1). The content of the letters, in full or large part, is already part of the record through the Complainant's testimony and through his cross-examination of Verizon's witness. Tr. 11-60 (Gehring); Tr. 102-25 (Phillips). The testimony provided at the hearing has greater probative value than the statements in the letters because it was made under oath and subject to cross-examination. Moreover, not making the letters themselves part of the public record maintains the confidentiality of the mediation process.

Therefore, although Verizon did not object to admission of either exhibit, Gehring Late-Filed Exhibits 1 and 2 will not be admitted into the evidentiary record.

Verizon Exhibits 8 through 14

Verizon Exhibits 8 through 12 were provided in response to my request for additional billing records for Mr. Gehring's account for September 2023 through November 2023 and including any final bill or statement issued when the account was closed. Tr. 130-32, 133-34. The exhibits are Verizon's bills to Mr. Gehring covering the period from September

2023 forward that were not included in Verizon Exhibit 1, which was admitted at the hearing.¹ Tr. 132. Verizon Exhibit 12 is the final bill, dated May 31, 2024.

Verizon Exhibit 13 was provided in response to my request for any records of communication with Mr. Gehring addressing the ACP discount that were not included in Verizon Exhibits 6 (Optix database) and 7 (CERS database), which were admitted during the hearing. Tr. 111-12, 140-42. Verizon Exhibit 13 identifies seventeen contacts for the period September 1, 2023 to March 12, 2024, inclusive of the one contact (November 12, 2023) that was already provided in Verizon Exhibit 7.

Mr. Gehring objects to Verizon Exhibits 10 and 13 being admitted into the record. Regarding Verizon Exhibit 10, the Complainant alleges that a heading – “Your One Time Activities,” that was included in the version he received at the time the bill was issued (November 30, 2023), is missing from the version of the bill that Verizon offered as a late-filed exhibit. Gehring Objection at 1. He also objects to the failure by Verizon to include the date and time of the call trace in either version of the bill. *Id.*

Verizon Exhibit 10 will be admitted into evidence. The Complainant acknowledges that the charge itself (“Trace Call 1@ 3.00”) appears on the original November 2023 bill and the bill generated by Verizon for this proceeding. Given this, and that the missing heading is the only difference that Mr. Gehring claims to exist between the version of the original bill and that provided as Verizon Exhibit 10, I do not find the exhibit to be unreliable or otherwise prejudicial. Moreover, this exhibit is the last bill before service was suspended in December 2023 and its inclusion in the record serves to complete the billing and payment history for the account for the period at issue. Tr. 71.

As stated above, the basis for the Complainant’s objection to Verizon Exhibit 13 is that the exhibit did not include call notes for August 2023. Gehring Objection at 3. Verizon

¹ Verizon Exhibit 1 contained bills dated December 31, 2023, January 31, 2024, February 29, 2024, and March 31, 2024, i.e. December 2023 through March 2024.

provided call notes for August 2023 as Verizon Exhibit 14. Accordingly, I deem the objection to the admission of Verizon Exhibit 13 to be moot.

The Company's Exhibit 14 provides information relevant to the Complainant's dispute regarding the ACP discount, for the period at issue. Tr. 110-11. Further, Mr. Gehring did not object to its admission.

Therefore, through this Order, the following late-filed exhibits offered by the Complainant and by Verizon are identified as marked below and will be admitted into evidence:

Verizon Exhibit 8 (redacted)	Gehring Bill 9-30-2023
Verizon Exhibit 9 (redacted)	Gehring Bill 10-30-2023
Verizon Exhibit 10 (redacted)	Gehring Bill 11-30-2023
Verizon Exhibit 11 (redacted)	Gehring Bill 4-30-2024
Verizon Exhibit 12 (redacted)	Gehring Bill 5-31-2024
Verizon Exhibit 13 (redacted)	Gehring CERS Notes
Verizon Exhibit 14 (redacted)	Gehring Optix Account Notes August 2023
Verizon Verification (redacted)	Verifying Verizon Exhibits 8 through 14

In full, the evidentiary record in this proceeding consists of the transcripts of the initial evidentiary hearing, the exhibits admitted during the hearing (Gehring Exhibits 1 and 2 and Verizon Exhibits 1 through 7), and Verizon late-filed Exhibits 8 through 14 with verification.

Finally, this Order closes the evidentiary record in this proceeding.

THEREFORE,

IT IS ORDERED:

1. That Gehring Late-Filed Exhibits 1 and 2 are not admitted into the evidentiary record in the matter of Raymond G. Gehring v. Verizon Pennsylvania LLC, at Docket No. F-2024-3048169.

2. That Verizon Pennsylvania LLC Exhibits 8 through 14 (redacted versions), with accompanying verification, are admitted into the evidentiary record in the matter of Raymond G. Gehring v. Verizon Pennsylvania LLC, at Docket No. F-2024-3048169.

3. That the record in the matter of Raymond G. Gehring v. Verizon Pennsylvania LLC, Docket No. F-2024-3048169, is closed.

4. That an Initial Decision in the matter of Raymond G. Gehring v. Verizon Pennsylvania LLC, Docket No. F-2024-3048169, will be prepared and issued in due course.

Date: February 13, 2026

_____/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 February 13, 2026

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