

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Tawny Holm	:	
	:	
v.	:	Docket # C-2026-3060791
	:	
Verizon Pennsylvania LLC	:	

**INTERIM ORDER
SETTING RESOLUTION CONFERENCE**

On or about February 27, 2026, Tawny Holm ("Complainant"), filed a Complaint against Verizon Pennsylvania LLC ("Respondent"), at the above-captioned docket number. On or about March 23, 2026, 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 contact Complainant to set a mutually convenient date and time for Respondent and Complainant to hold a conference about resolving the case. The conference must take place no later than April 27, 2026, unless this is not possible.

Within ten (10) days following the conference, by May 07, 2026, Respondent shall file a short report with Mediator Teri-Lee Rhoades ("Mediator"), setting forth:

- (a) The date of the conference.
- (b) Who participated for each party.
- (c) 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
- (d) A statement of any issues which have been resolved, if a full resolution was not achieved.

If it is not possible to have the conference by the date set for that purpose, Respondent shall file a report with the Mediator, on or before ten (10) days following the conference due date, giving the reason(s) why the due date could not be met.

In either situation, a report must be filed with the Mediator by the applicable due date set forth above.

The Commission encourages mediation if the parties cannot reach an agreement through the resolution conference. 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.

If the parties do not resolve the Complaint on their own, they are entitled to a hearing. A hearing is a formal, adversarial proceeding which usually includes the presentation of oral testimony and other evidence before a Commission administrative law judge, who will then consider the case and make a written decision to resolve it. The Complainant must prove that the Respondent has violated the Public Utility Code, a regulation or an order of the Commission which would entitle the Complainant to the relief sought in the Complaint.

If you have any questions, you should contact the Mediator. Her address and phone number are:

Pennsylvania Public Utility Commission
Office of Administrative Law Judge
Mediator Teri-Lee Rhoades, Esq.
Keystone Building 2nd FL
400 North Street
Harrisburg, PA 17120
Telephone: 717-787-5633
Email: terhoades@pa.gov

Date: March 30, 2026

/s/
CHARLES E. RAINEY, JR.
Chief Administrative Law Judge

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Served via eService on March 30, 2026

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(Verizon Pennsylvania LLC)