

Decision _____

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

F.S. Orsay,

Complainant,

vs.

Verizon California, Inc. (U1002C),

Defendant.

(ECP)
Case 12-11-010
(Filed November 16, 2012)

F.S. Orsay, for herself, Complainant.
Hope Christman and Wendee Allen, for Verizon California Inc.,
Defendant.

DECISION DISMISSING COMPLAINT

Complainant, F.S. Orsay, complains of persistent billing issues over the approximately three years that she has been a customer of Defendant, Verizon California Inc. (Verizon). Complainant states that she has been unhappy with the Verizon’s Customer Service representatives except for Ms. Diaz. Complainant asks the California Public Utilities Commission to direct Verizon to assign Ms. Diaz to Complainant to resolve her ongoing issues. Finally, Complainant asks that Verizon be required to communicate with her by e-mail so she does not have to spend money for delivery by the U.S. Postal Service and because it is more expedient than using standard mail service.

Defendant contends the Complaint must be dismissed because it fails to allege any violation of law, tariff or Commission regulation.

A hearing was conducted on January 17, 2013. At the hearing, Complainant reiterated the issues previously raised by the Complaint.

Complainant confirmed that there are no unresolved issues with her Verizon bill as of the date of the hearing. Complainant asked the Commission to order Verizon to accept her written communication by e-mail.¹ Complainant also sought an order that required a specific Verizon employee to be reassigned to handle her account.

Given these facts, we find that Complainant has failed to allege any violation of law, tariff, or regulation. As a result of Complainant's failure to state a cause of action for which relief could be granted, we deny Complainant's requested relief and dismiss the complaint.

Assignment of Proceeding

Catherine J.K. Sandoval is the assigned Commissioner and Katherine Kwan MacDonald is the assigned Administrative Law Judge in this proceeding.

O R D E R

IT IS ORDERED that:

1. The relief requested is denied.

¹ Verizon provided Complainant the option of sending her written communication to Verizon's Executive Customer Relations office via facsimile and provided Complainant with the facsimile number.

2. Case 12-11-010, F.S. Orsay, Complainant vs. Verizon California Inc., Defendant is dismissed.

3. Case 12-11-010 is closed.

This order is effective today.

Dated _____, at San Francisco, California.