

DOCUMENT
FOLDER

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

DOCKETED
JUN 07 2001

Cindy Parks

v.

Pennsylvania-American Water
Company

Docket No. C-00015377

**INTERIM ORDER
SETTING SETTLEMENT CONFERENCE**

On or about May 3, 2001, Cindy Parks ("Complainant") filed a complaint against Pennsylvania-American Water Company ("Respondent"), at the above-captioned Docket Number. On or about May 24, 2001, Respondent filed an answer to the complaint.

Based upon a review of the pleadings, the parties are hereby directed to attempt to settle this matter. Respondent shall contact Complainant, on or before June 22, 2001, concerning a time, date and place for Respondent and Complainant to hold a conference. The conference shall take place on or before July 6, 2001, unless this is not possible.

Within ten (10) days following the conference, Respondent shall file a short report with Bruce Bigelow, Mediator ("Mediator"), setting forth:

(a) The time, date and place of the settlement conference;

(b) Who participated for each party;

(c) A statement whether a full settlement, 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

RECEIVED
2001 JUN - 11 9:54 AM
SECRETARY'S SURAU

BTL

(d) A statement of any issues which have been resolved, if a full settlement was not achieved.

If an agreement has not been reached, and the parties do not consent to mediate, the parties are entitled to have a hearing. A hearing is a formal procedure in which an administrative law judge will make a decision to resolve the case. Mediation is an informal procedure in which the parties themselves attempt to resolve the case through a voluntary agreement. The mediator is a neutral person who helps the parties in their efforts to come to an agreement. The Commission encourages mediation.

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.

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

Mediator Bruce Bigelow
P. O. Box 3265
Harrisburg, PA 17105-3265
(717) 783-5413
Email: bigelow@puc.state.pa.us



ROBERT A. CHRISTIANSON
Chief Administrative Law Judge

Date: 6/6/01

PARTIES OF RECORD

CINDY PARKS V. PENNSYLVANIA-AMERICAN WATER COMPANY
DOCKET NO. C-00015377

CINDY PARKS
447 Fort Cherry Road
McDonald PA 15057
(724) 356-6240

SUSAN SIMMS MARSH ESQUIRE
Pennsylvania-American Water Company
800 West Hershey Park Drive
PO Box 888
Hershey PA 17033-0888
(717) 533-5000

Norma Lewis
Bruce Bigelow
Elizabeth Plantz
Docket Section