

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

CYNTHIA ANDREWS

v.

AQUA PENNSYLVANIA, INC.

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DOCKET: # C-2024-3048459

**INTERIM ORDER
SETTING RESOLUTION CONFERENCE**

On or about April 15, 2024, Cynthia Andrews ("Complainant"), filed a Complaint against Aqua Pennsylvania, Inc., ("Respondent"), at the above-captioned docket number. On or about May 6, 2024, Respondent Aqua Pennsylvania, Inc., filed an Answer and New Matter.

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 July 3, 2024, unless this is not possible.

Within ten (10) days following the conference, by July 13, 2024, Respondent shall file a short report with Mediator Teri-Lee Rhoades ("Mediator"), setting forth:

- (a) The date of the conference.
- (b) Who participated in 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 decide. 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, please contact the Mediator. Her contact information is as follows:

Pennsylvania Public Utility Commission
Office of Administrative Law Judge
Mediator Teri-Lee Rhoades
Commonwealth Keystone Building 2nd FL West
400 North Street
Harrisburg, PA 17120
Telephone: (717) 787-5633

Email: terhoades@pa.gov

Date: June 5, 2024

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

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