

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

HEATHER NITCH

v.

PENNSYLVANIA-AMERICAN WATER  
COMPANY

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DOCKET:C-2025-3053135

**INTERIM ORDER  
SETTING CONFERENCE BETWEEN PARTIES**

On or about January 29, 2025, Heather Nitch ("Complainant") filed a Complaint against Pennsylvania-American Water Company ("Respondent"), at the above-captioned docket number. On or about February 18, 2025, Respondent filed an Answer to the Complaint.

Based upon a review of the information contained in this material, the parties are hereby directed to discuss this matter to determine whether such discussion can result in a resolution of the Complaint and, if so, whether Complainant wants to withdraw the Complaint. Respondent shall contact Complainant concerning a mutually convenient date and time for Respondent and Complainant to hold a conference. The conference shall take place on or before March 24, 2025, unless this is not possible.

**Within ten (10) days following the conference, by April 3, 2025, Respondent shall file a short report with Cynthia Lehman, Mediator ("Mediator"), setting forth:**

- (a) The date of the conference;
- (b) Who participated for each party; and
- (c) A statement on the results of the conference.

**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 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 Cynthia Lehman  
Commonwealth Keystone Building 2<sup>nd</sup> FL West  
400 North Street  
Harrisburg, PA 17120  
Telephone: (717) 783-5428  
Email: [cylehman@pa.gov](mailto:cylehman@pa.gov)

Date: 2/24/2025

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

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HEATHER NITCH  
206 E EUCLID AVE  
NEW CASTLE PA 16105  
**724.654.3997**

[hdn@heatherdnitch.online](mailto:hdn@heatherdnitch.online)

Served via eService February 24, 2025

MICHAEL A GRUIN ESQUIRE  
STEVENS & LEE  
17 NORTH SECOND STREET  
16TH FLOOR  
HARRISBURG PA 17101  
**717.255.7365**  
**717.234.1090**

[michael.gruin@stevenslee.com](mailto:michael.gruin@stevenslee.com)

Served via eService February 24, 2025

*(Counsel for Pennsylvania-American Water Company)*