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BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

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	:	
LOUIS GRYGA	:	
	:	
v.	:	DOCKET: # C-2025-3053916
	:	
PENNSYLVANIA-AMERICAN	:	
WATER COMPANY	:	

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INTERIM ORDER
<u>SETTING RESOLUTION CONFERENCE</u>

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On or about March 4, 2025, Louis Gryga ("Complainant") filed a Complaint against Pennsylvania-American Water Company ("Respondent"), at the above-captioned docket number. On or about April 1, 2025, Pennsylvania-American Water Company, 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 May 7, 2025, unless this is not possible.

Within ten (10) days following the conference, Respondent shall file a short report with Mediator Cynthia Lehman ("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 party's 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 have violated the Public Utility Code, a regulation or an order of the Commission which would entitle the Complainants 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 2nd FL West
> 400 North Street
> Harrisburg, PA 17120
> Telephone: (717) 783-5428
> Email: cylehman@pa.gov

Date: April 9, 2025   /s/
                                                  CHARLES E. RAINEY, JR.
                                                  Chief Administrative Law Judge

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