

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

MICHAEL AUSTIN

v.

PENNSYLVANIA-AMERICAN
WATER COMPANY

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:
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DOCKET F-2025-3054774

**INTERIM ORDER
SETTING RESOLUTION CONFERENCE**

On or about April 21, 2025, Michael Austin ("Complainant"), filed a Complaint against Pennsylvania-American Water Company ("Respondent"), at the above-captioned docket number. On or about May 15, 2025, 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 June 19, 2025, unless this is not possible.

Within ten (10) days following the conference, by June 30, 2025, Respondent shall file a short report with Mediator Cynthia Lehman ("Mediator"), setting forth:

- (a) The date of the conference;
- (b) Who participated for 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.

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Served via email May 22, 2025

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Served via eService May 22, 2025

(Counsel for Pennsylvania-American Water Company)