

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

CORY HOOKS

v.

PENNSYLVANIA-AMERICAN WATER
COMPANY

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DOCKET # C-2025-3055231

**INTERIM ORDER
SETTING RESOLUTION CONFERENCE**

On or about May 16, 2025, Cory Hooks ("Complainant"), filed a Complaint against Pennsylvania-American Water Company ("Respondent"), at the above-captioned docket number. On or about June 09, 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 July 16, 2025, unless this is not possible.

Within ten (10) days following the conference, by July 28, 2025, Respondent shall file a short report with Mediator Teri-Lee Rhoades ("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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CORY HOOKS
202 WOODLAND RD
SHIPPENVILLE PA 16254
717.448.5026
hookscory@gmail.com

Served via eService June 18, 2025

NICHOLAS A STOBBE ESQUIRE
MICHAEL A GRUIN ESQUIRE
STEVENS AND LEE
17 N 2ND ST 16TH FLOOR
HARRISBURG PA 17101
717.724.3445
717.255.7365
nicholas.stobbe@stevenslee.com
mag@stevenslee.com

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(Counsel for Pennsylvania-American Water Company)