

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Janet Louise Martin	:	C-2025-3052954
	:	C-2025-3052956
v.	:	C-2025-3052957
	:	
Pittsburgh Water and Sewer Authority	:	

**INTERIM ORDER  
CONSOLIDATING COMPLAINTS AND  
DENYING RESPONDENT’S MOTION FOR CONTINUANCE**

First Formal Complaint, Docket No. C-2025-3052954

On December 26, 2024, Janet Louise Martin (Complainant or Ms. Martin) filed a Formal Complaint (First Complaint) with the Pennsylvania Public Utility Commission (Commission), against Pittsburgh Water and Sewer Authority (PWSA, Authority, or Respondent), docketed at C-2025-3052954, regarding service to a residence at 6729 Rowan Street, Pittsburgh, PA 15206 (service location). In the “other” box, Complainant averred she had written prior correspondence and that she had questions regarding a courtesy non-access notice she received. Complaint ¶ 4.

Under requested relief, she averred the water service to the service location had been turned off, and PWSA was engaged in “questionable treatment” and “questionable billing.” Complaint ¶ 5. She also wrote she had questions regarding: (1) “impervious surface area”, (2) “leak protection, increased billing accuracy,” (3) “amount of run-off generated by the property, how this is determined,” (4) “advanced metering infrastructure,” (5) the new storm water fee, (6) “green infrastructure,” and (7) maintenance of catch basins. Complaint ¶ 5. In the “Additional Space” section, she alleged PWSA had engaged in illegal behavior requiring police intervention, including trespassing, breaking and entering, and destruction of property. She claimed that PWSA had engaged in “racist disrespectful” behavior to her, her sister, and her neighbors.

Complaint p. 9. Attached to the Complaint was a 10-Day Shut Off Notice for a service address of 5260 Center Avenue, Apartment 603, Pittsburgh, PA. Regarding service by the Commission, Complainant selected service by First-Class Mail, checking the box and initialing next to this option. Complaint ¶ 9.

On February 3, 2025, PWSA filed an Answer admitting it issued termination notices due Complainant's failure to permit access to the meter. It explained that, on August 1, 2023, PWSA mailed Complainant a courtesy 37-Day Shut-Off Notice for Non-Access, explaining that PWSA plumbers needed to visit her property as part of the Advanced Metering Infrastructure (AMI) project and to verify that the water meter and remote reading device were working properly. Answer ¶ 4. It explained that on May 14, 2024, PWSA sent Complainant a 30-day Shut-off Notice for non-access, but did so in accordance with its tariff and the Commission's regulations. *Id.* PWSA denied the other material allegations in the Complaint.

Second Formal Complaint, Docket No. C-2025-3052956

On December 26, 2024, Complainant filed a second Formal Complaint against PWSA docketed at C-2025-3052956 (Second Complaint), that is identical to the First Complaint except for an additional handwritten page attached at the end alleging that she had paid a shut-off fee, yet PWSA still terminated water service.

On February 3, 2025, PWSA filed an Answer which was substantially similar to the Answer filed in response to the First Complaint and again denied the material averments in the Second Complaint.

Third Formal Complaint, Docket No. C-2025-3052957

On December 26, 2025, Complainant filed a third Formal Complaint that was identical to the Second Complaint.

On February 3, 2025, PWSA filed an Answer which was substantially similar to the Answer filed in response to the First and Second Complaints and again denied the material averments in the Third Complaint.

Proceedings before the Office of Administrative Law Judge

On February 4, 2025, Chief Administrative Law Judge Charles Rainey issued an Interim Order Setting Resolution Conference, at all three dockets, directing the parties to attempt to settle this matter.

The matters did not settle, so, on June 25, 2025, the Commission issued a Hearing Notice, assigning all three matters to me and scheduling an evidentiary hearing for August 13, 2025.

Also on June 25, 2025, I issued a Prehearing Order, providing procedural information to the parties, including instructions on how to request a continuance.

On August 6, 2025, Conor Farley, Esq., counsel for PWSA, filed a Motion to Continue the hearing (Motion) due to the unavailability of its witnesses, Julie Mechling, Director of Customer Service, who was scheduled to attend a public input hearing on August 13, 2025, for the Authority's pending base rate case at R-2025-3055010 et al. He explained that he considered substituting either Brittany Schact, Deputy Director of Customer Service and/or Reginald Brown, PUC Compliance Manager, as witnesses for this matter – but both are also unavailable on August 13, 2025, for the same reason. Mr. Farley explained he attempted to contact Complainant to discuss the continuance request, but all his calls have gone unanswered and Complainant's voicemailbox is full, rendering the option of leaving a voicemail message impossible.

As an initial matter, I note that I am one of the presiding judges assigned to the pending PWSA base rate case. I will be attending the public input hearing scheduled for 1 p.m.

on August 13, 2025. Therefore, the hearing on Ms. Martin's case must conclude by 12:30 p.m. at the latest, or it will need to be scheduled for a second day of hearing.

I initially considered granting the Authority's request. I am unfamiliar with the hearing preparation process PWSA employees may have prior to a public input hearing and considered the possibility that such preparation may conflict with the 10 a.m. start time of Ms. Martin's hearing. However, Ms. Martin has averred that her water service has been terminated, and, as such, it is necessary to resolve her Complaint without delay. To the extent PWSA is unable to present its case fully on August 13, 2025, either due to the unavailability of its witness(es) or due to the time constraint of a 12:30 p.m. end time, I will schedule a further hearing.

THEREFORE,

IT IS ORDERED:

1. That the Motion for Continuance filed by Pittsburgh Water and Sewer Authority is denied.
2. That the evidentiary hearing scheduled for August 13, 2025, shall convene as scheduled.
3. That the parties shall comply with all terms of the Prehearing Order issued on June 25, 2025, that are not inconsistent with this Order.
4. That the matters at C-2025-3052954, C-2025-3052956, and C-2025-3052957 are consolidated under Docket No. C-2025-3052954.

Date: August 11, 2025

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/s/  
Emily I. DeVoe  
Administrative Law Judge

**C-2025-3052954 - JANET LOUISE MARTIN v. PITTSBURGH WATER AND SEWER  
AUTHORITY**

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