

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

JENNIFER MERCER	:	
	:	
v.	:	F-2025-3056214
	:	
PENNSYLVANIA-AMERICAN	:	
WATER COMPANY	:	

**INTERIM ORDER
SETTING RESOLUTION CONFERENCE**

On or about July 8, 2025, Jennifer Mercer ("Complainant"), filed a Complaint against Pennsylvania-American Water Company ("Respondent"), at the above-captioned docket number. On or about July 30, 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 September 12, 2025, unless this is not possible.

Within ten (10) days following the conference, by September 22, 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.

F-2025-3056214 - JENNIFER MERCER v. PENNSYLVANIA-AMERICAN WATER COMPANY

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Served via eService August 15, 2025

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