

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

ANN MARIE LUYANDO	:	
	:	
v.	:	DOCKET F-2022-3034600
	:	
NEWTOWN ARTESIAN WATER COMPANY	:	

**INTERIM ORDER
SETTING RESOLUTION CONFERENCE**

On or about August 10, 2022, Ann Marie Luyando ("Complainant"), filed a Complaint against Newtown Artesian Water Company ("Respondent"), at the above-captioned docket number. On or about January 25, 2023, Respondent filed an Answer and New Matter to the Complaint.

Based upon a review of the information contained in this material, I direct the parties to attempt to resolve this matter with the use of a mediator. Complainant and Respondent shall individually contact the mediator to set a mutually convenient date and time for individual conferences with the mediator about resolving the case. The parties must each contact the mediator by no later than September 12, 2025.

If it is not possible for a party to contact the mediator and arrange a conference by the date set for that purpose, the individual party shall file a report with the Mediator, on or before September 22, giving the reason(s) why the contact due date could not be met.

The Commission encourages mediation if the parties cannot reach an agreement through the individual resolution conferences. 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 with the assistance of the mediator, 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 has violated the Public Utility Code, a regulation or an order of the Commission which would entitle the Complainant 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 Teri-Lee Rhoades
400 North Street
Harrisburg, PA 17120
Telephone: 717.787.5633
Email: terhoades@pa.gov

Date: 8/14/2025

/s/
CHARLES E. RAINEY, JR.
Chief Administrative Law Judge

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ANN MARIE LUYANDO

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Served via email and First-class mail August 15, 2025

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Served via eService August 15, 2025

(Counsel for Newtown Artesian Water Company)