

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Harry Bolton	:	
	:	
v.	:	C-2025-3056203
	:	
Pittsburgh Water and Sewer Authority	:	

**INTERIM ORDER
SETTING DEADLINE FOR PWSA TO FILE RESPONSIVE PLEADING**

On July 7, 2025, Harry Bolton (Complainant or Mr. Bolton) filed a Formal Complaint (Complaint) with the Pennsylvania Public Utility Commission (Commission) against Pittsburgh Water and Sewer Authority (PWSA, Authority, or Respondent). In his Complaint, Mr. Bolton checked the box indicating he wanted a payment arrangement (PAR), as well as the “other” box. Complaint ¶ 4. In the “other” section, Mr. Bolton wrote, “The Pittsburgh Water is going to raise our bill the next two years. I am objecting to this. They sent out a letter with my bill stating if I can’t afford it to write to you. I am on a fixed income and I can’t.” *Id.* As relief, Mr. Bolton wrote, “They told me to write to you, and I can’t afford this. Stop them from doing this.” Complaint ¶ 5.

As of the date of this Order, PWSA has not yet filed an Answer.

On July 18, 2025, PWSA filed a certificate of satisfaction.

PWSA currently has a base rate case pending before the Commission at R-2025-3055010 et al. (Rate Filing), which is assigned to me and Administrative Law Judge Ann Quimby.

On July 25, 2025, PWSA filed correspondence at C-2025-3056203 explaining that the certificate of satisfaction had been filed in error and requesting that Mr. Bolton’s

Complaint be consolidated with the Rate Filing “due to nature of the allegations and relief sought in the Formal Complaint.”

On July 25, 2025, counsel for PWSA emailed me in my capacity as a Presiding ALJ in the Rate proceeding, advising me that a rate complaint had been filed by a PWSA customer, Harry Bolton. Mr. Bolton’s Complaint was docketed by the Commission’s Secretary’s Bureau as a stand-alone Formal Complaint at C-2025-3056203, as a Complaint seeking a PAR, and was not cross-docketed at the docket for the rate filing, R-2025-305510.

After receiving the email from PWSA counsel, I contacted staff at the Commission’s Secretary’s Bureau to inquire whether Mr. Bolton’s Complaint would be cross-docketed at the Rate Filing. The staff at the Commission’s Secretary’s Bureau advised me that because Mr. Bolton checked the box on the Complaint indicating he was seeking a PAR, it was filed separately and not as a rate complaint at the Rate Filing.

On July 29, 2025, the instant matter at C-2025-30562030 was assigned to me. After review of Mr. Bolton’s Complaint, it is unclear to me whether he intends it to be a stand-alone Complaint seeking a PAR or whether he intends it to be a rate complaint to be docketed with the Rate Filing.

I directed my legal assistant to contact Mr. Bolton to see what kind of complaint he intended to file. Unfortunately, when my legal assistant called him at the telephone number he listed on his Complaint, the phone rang twice and then played a message that the call could not be connected. Mr. Bolton did not include an email address on his Complaint.

On July 29, 2025, I issued an Interim Order advising,

If Mr. Bolton intends to have his Complaint treated as a stand-alone complaint seeking a PAR, I will schedule an evidentiary hearing wherein he and PWSA representatives will appear and have the opportunity to present evidence. Mr. Bolton will have the burden of proof to show he is entitled to a PAR from the Commission.

If Mr. Bolton intends to have his Complaint treated as a rate complaint, the Complaint will be consolidated with the Rate Filing and Mr. Bolton will have an opportunity to participate as either an active or inactive party in the Rate proceeding. If Mr. Bolton intends to have his Complaint treated as a rate complaint, I encourage Mr. Bolton to respond quickly to this Order. The litigation schedule at the Rate proceeding is underway and public input hearing are scheduled for August 12 and 13, 2025.

It is necessary for Mr. Bolton to inform the Commission how he wants the Commission to treat his Complaint. Additionally, Mr. Bolton should provide updated contact information where the Commission can reach him.

Mr. Bolton did not file any correspondence by August 6, 2025. Therefore, per the July 29, 2025, Interim Order, his Complaint shall be treated as a stand-alone complaint seeking a PAR. It is necessary to set a deadline for the Authority to file a responsive pleading and set this matter for an evidentiary hearing on the issues raised in the Complaint, including Mr. Bolton's request for a PAR.

THEREFORE,

IT IS ORDERED:

1. That, **by September 8, 2025**, Pittsburgh Water and Sewer Authority shall file a responsive pleading to the Formal Complaint filed by Harry Bolton at C-2025-3056203.
2. That an evidentiary hearing be scheduled in this matter.

Date: August 19, 2025

/s/
Emily I. DeVoe
Administrative Law Judge

**C-2025-3056203 – HARRY BOLTON v. PITTSBURGH WATER AND SEWER
AUTHORITY**

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