

In either situation, a report must be filed with the Mediator by the applicable due date set forth above.

The Commission encourages mediation if the parties cannot reach an agreement through the resolution conference. 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 on their own, 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 Complainants must prove that the Respondent has violated the Public Utility Code, a regulation or an order of the Commission which would entitle the Complainants 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 Cynthia Lehman, Esq.
Keystone Building 2nd FL
400 North Street
Harrisburg, PA 17120
Telephone: 717-783-5428
Email: cylehman@pa.gov

Date: August 21, 2025

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

C-2025-3056529 - ALYSSA PIRAIN AND MICHAEL VITANOVICH v. PENNSYLVANIA-AMERICAN WATER COMPANY

ALYSSA PIRAIN AND MICHAEL VITANOVICH
7001 PINEHURST DR
PRESTO PA 15142

412-956-6735

info@pittins.com

Served via First-Class Mail on August 21, 2025

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