

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Delores Hernandez	:	
	:	
v.	:	Dockets # C-2025-3057441 (Water)
	:	# C-2025-3057458 (Wastewater)
Pennsylvania-American Water Company	:	

**INTERIM ORDER
SETTING CONFERENCE BETWEEN PARTIES**

On or about September 15, 2025, Delores Hernandez ("Complainant") filed Complaints against Pennsylvania-American Water Company ("Respondent"), at the above-captioned docket number. On or about October 06, 2025, Respondent filed an Answer to the Complaints.

Based upon a review of the information contained in this material, the parties are hereby directed to discuss this matter to determine whether such discussion can result in a resolution of the Complaint and, if so, whether Complainant wants to withdraw the Complaint. Respondent shall contact Complainant concerning a mutually convenient date and time for Respondent and Complainant to hold a conference. The conference shall take place on or before November 04, 2025, unless this is not possible.

Within ten (10) days following the conference, Respondent shall file a short report with Cynthia Lehman ("Mediator"), setting forth:

- (a) The time, date and place of the conference.
- (b) Who participated for each party; and
- (c) A statement on the results of the conference.

If it is not possible to have the conference by the date set for that purpose, Respondent shall file a report with the Mediator, on or before ten (10) days following the conference due date, giving the reason(s) why the due date could not be met.

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

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 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 Cynthia Lehman, Esq.
Keystone Building 2nd FL 400 North Street
Harrisburg, PA 17120
Telephone: 717-783-5428
Email: cylehman@pa.gov

Date: October 8, 2025

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

**C-2025-3057441 (WATER), C-2025-3057458 (WASTEWATER) - DELORES HERNANDEZ
v. PENNSYLVANIA-AMERICAN WATER COMPANY**

DELORES HERNANDEZ

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