



**COMMONWEALTH OF PENNSYLVANIA**  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
COMMONWEALTH KEYSTONE BUILDING  
Office of Administrative Law Judge  
400 NORTH STREET  
HARRISBURG, PENNSYLVANIA 17120

**October 22, 2025**

**In Re: F-2025-3054774**

(SEE ATTACHED LIST)

**Michael Austin v. Pennsylvania-American Water Company**

Appeal of BCS Decision - Service/Reliability Issues

**Initial Telephonic Hearing Notice**

This is to inform you that an Initial call-in Telephonic hearing on the above-captioned case will be held as follows:

Type:           **Initial Call-In Telephonic Hearing**

Date:           **Friday, December 19, 2025**

Time:           **10:00 AM**

Presiding:   **Administrative Law Judge Mary Long**  
Phone: 412-565-3550 Fax: 717.231.4765

**At the above date and time, you must call into the hearing. You will not be called by the Presiding Officer.**

**To participate in the hearing**

- You must dial the toll-free Conference number below
- You must enter the PIN number below when instructed
- You must speak your name when prompted, and press #
- Then, the telephone system will connect you to the hearing

Toll-free Bridge Number: **866-566-0649**  
Passcode: **83345259**

**WITNESSES:** If you have any witnesses you want to have present during the hearing who are participating from a separate phone, you must provide them with the Conference and PIN numbers above.

**FAILURE TO APPEAR:** You may lose the case if you do not take part in this hearing and present evidence on the issue(s) raised. Your case may be dismissed “with prejudice” which means that you will be barred from filing another complaint raising the same claim(s) and issue(s) presented in the dismissed complaint. If you are unable to attend the hearing for any reason, you must request a continuance using the procedure described below.

**CONTINUANCES.** You may request a continuance of the hearing if you have a good reason. All continuances will be granted only for good cause. To request a continuation, you must submit a written request (a “motion”) at least five (5) days before the hearing. Your motion should include: 1) The case name, number, and hearing date; 2) The reason for the request; and 3) Whether the other party agrees (or if you do not know).

**REPRESENTATION.** If you are an individual, you may represent yourself or you may have an attorney represent you. All others, including a partnership, corporation, limited liability company, trust, association, or governmental agency or subdivision, must be represented by an attorney licensed to practice law in Pennsylvania, or admitted *pro hac vice*. Only an attorney may represent someone else.

**PRESENTING EXHIBITS.** If you intend to present any documents or exhibits at the hearing, you must email one (1) copy to the Presiding Officer at [malong@pa.gov](mailto:malong@pa.gov) and one (1) copy each must be sent to every other party. All copies must be received at least five (5) business days before the hearing. Proposed exhibits should be properly pre-marked for identification purposes.

**ACCOMMODATION.** Any party who needs accommodation for a disability in order to participate in this hearing process may request one. Please call the OALJ scheduling office at least five (5) business days prior to your hearing to submit your request.

If you require an interpreter to participate in the hearing, please call the scheduling office at least ten (10) business days prior to your hearing to submit your request.

- Scheduling Office: 717.787.1399
- TTY-based Telecommunications Relay Service number for persons who are deaf or hearing-impaired is: 711

**DOCUMENTS:** ALL Parties to proceedings pending are encouraged to EITHER open and use an eFiling account through the Commission’s website at [www.puc.pa.gov](http://www.puc.pa.gov) OR to ensure timely arrival, submit the filing by overnight delivery as explained below.

**E-FILING.** The PUC offers a free e-Filing Subscription Service. This service allows a user to file documents electronically and receive an automatic email notification whenever a document is added, removed, or changed on the PUC website in a specific case. For information and to subscribe to this service, visit the PUC’s website at: <https://www.puc.pa.gov/filing-resources/efiling/>

**PAPER FILING.** If you do not have the capability to open and use an e-Filing account, you may file paper documents with the Secretary of the Commission. Filing of paper documents must be sent by overnight delivery to:

Secretary  
Pennsylvania Public Utility Commission  
400 North Street  
Harrisburg, PA 17120

It is important that you retain tracking information as proof of submission. Emailed or faxed submissions to the Commission are not acceptable.

**CONFIDENTIAL MATERIAL.** ALL documents containing confidential information must include the word “CONFIDENTIAL” written clearly and noticeably on the face of the first page of the document. If a filing contains confidential or proprietary material, the filing should be submitted by overnight delivery to ensure arrival. These filings should be followed by a hard copy with a flash drive or CD for the Commission’s file. Large filings containing confidential or proprietary material may also be submitted through the Commission’s Share Point File system. Filers should contact the Secretary’s Bureau in advance to set up a Share Point File.

cc:

ALJ Long  
L Jackson  
Calendar File

**F-2025-3054774 - MICHAEL AUSTIN v. PENNSYLVANIA AMERICAN WATER COMPANY**

**Revised 10/21/2025**

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Served via email October 22, 2025

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Served via eService October 22, 2025

*(Counsel for Pennsylvania-American Water Company)*

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Accepts eService October 22, 2025

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