

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

ALANA AND NICK REYNOLDS	:	
	:	
v.	:	DOCKET # F-2025-3059380
	:	
AQUA PENNSYLVANIA, INC.	:	

**INTERIM ORDER  
SETTING RESOLUTION CONFERENCE**

On or about December 11, 2025, Alana and Nick Reynolds ("Complainant"), filed a Complaint against Aqua Pennsylvania, Inc. ("Respondent"), at the above-captioned docket number. On or about January 07, 2026, 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 themselves. Respondent shall contact Complainant to set a mutually convenient date and time for Respondent and Complainant to hold a conference about resolving the case. The conference must take place no later than March 10, 2026, unless this is not possible.

**Within ten (10) days following the conference, by March 20, 2026, Respondent shall file a short report with Mediator Teri-Lee Rhoades ("Mediator"), setting forth:**

- (a) The date of the conference;
- (b) Who participated for each party;
- (c) A statement whether a full resolution, including withdrawal of Complaint, was achieved, and, if not, whether the parties consent to have this case set for mediation by the mediation staff of the Commission; and
- (d) A statement of any issues which have been resolved, if a full resolution was not achieved.

**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.**



**F-2025-3059380 - ALANA AND NICK REYNOLDS v. AQUA PENNSYLVANIA, INC.**

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