

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Michael Austin	:	
	:	
v.	:	F-2025-3054774
	:	
Pennsylvania American Water Co.	:	

**INTERIM ORDER
GRANTING A REQUEST FOR A THIRD CONTINUANCE**

Michael Austin (Complainant) filed a formal complaint against Pennsylvania American Water Co. (Respondent, or PAWC) on April 21, 2025, using the Formal Complaint form and checking the box noting that he is having a reliability, safety or quality problem with his utility service. Respondent filed an answer on May 15, 2025. On October 22, 2025, the complaint was scheduled for a hearing by telephone on December 19, 2025, and assigned to me.

The hearing convened on December 19, 2025, and both Complainant and Respondent appeared. The Parties engaged in productive settlement discussions, but requested additional time to execute the terms of their agreement.

By email dated January 30, 2026, the Parties reported that progress had been made toward achieving a settlement by installing a new outside meter box. The Parties request a further continuance until March 1, 2026, in order to secure the February meter reading.

On March 1, 2026, counsel for Respondent reported that PAWC was able to get a successful reading from Mr. Austin's meter on February 18, 2026. PAWC has calculated a billing credit adjustment to apply to Mr. Austin's account, based on the amount of estimated reads he was billed versus the usage reflected on the actual meter read that was captured on February 18. That adjustment will appear on the next bill issued to Mr. Austin after the March meter reading. Respondent states that

after March bill is issued, the parties expect to be able to confirm whether the complaint can be considered satisfied. Accordingly, the Parties request a further continuance until April 10, 2026.

THEREFORE,

IT IS ORDERED:

1. That the request for a further continuance is granted.
2. That on or before **April 10, 2026**, counsel for Respondent shall file a joint status report which includes an update regarding the status of the Parties' settlement discussions. In the event that settlement discussions remain productive, the proceedings may remain continued.
3. If the Parties report that settlement discussions are no longer productive, a further hearing shall be scheduled. The status report shall include at least three alternative dates when both the Parties and their witnesses are available for hearing.
4. That in the event a certificate of satisfaction is filed on or before April 10, 2026, no status report is required.
5. That the parties are reminded that Commission policy encourages settlement and that they should continue to communicate with each other in an attempt to resolve their dispute.

Date: March 2, 2026

_____/s/
Mary D. Long
Deputy Chief Administrative Law Judge

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COMPANY**

Revised 10/21/2025

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