

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Archie Sybrandt	:	
	:	
v.	:	F-2025-3055369
	:	
Pennsylvania-American Water Company	:	

CONTINUANCE ORDER

On May 16, 2025, Archie J. Sybrandt (Mr. Sybrandt or Complainant) filed a Formal Complaint (Complaint) with the Pennsylvania Public Utility Commission (Commission) against Pennsylvania-American Water Company (PAWC or Company), Docket No. F-2025-3055369. Mr. Sybrandt’s Formal Complaint was served on PAWC on May 23, 2025. In his Complaint, Mr. Sybrandt states there are incorrect charges on his bill. Specifically, Mr. Sybrandt avers that he believes the meter/reader/transmitter malfunctioned during the cold weather of December, January, and early February 2025, resulting in a high bill for February 2025. As relief, Mr. Sybrandt requests that PAWC refund the February 2025 payment as the unit failed to accurately record the water usage.

On June 13, 2025, PAWC filed an Answer to the Complaint. PAWC denied there are incorrect charges on Complainant’s bills or that the Company’s facilities or the Complainant’s meter malfunctioned. PAWC averred that, upon removal of the meter from the service address, a representative observed that a leak had occurred for approximately one to four days within approximately the last 35 days. PAWC also averred that the Company removed the meter from the service address, and the meter tested within the Commission’s requirements.

On June 20, 2025, the Commission issued an Interim Order Setting Resolution Procedure. The case was not resolved in mediation.

On April 2, 2026, the Commission issued an Initial Telephonic Hearing Notice setting a call-in telephonic hearing for this matter for May 20, 2026 at 10:00 a.m. In anticipation

of that hearing, I issued a Prehearing Order on April 2, 2026, setting forth various rules that would govern the May 20, 2026 hearing.

On May 14, 2026, I received an e-mail from Sharon Sybrandt, Mr. Sybrandt's wife, stating that Mr. Sybrandt would not be able to attend the May 20, 2026 hearing due to medical issues. PAWC stated by e-mail that the Company did not oppose the request for a continuance. By e-mail sent to both parties on May 14, 2026, I granted the request for a continuance. The purpose of this order is to memorialize granting the request for a continuance.

Section 5.483 of the Commission's regulations provides presiding officers with the authority to regulate the course of proceedings. 52 Pa.Code § 5.483(a). Presiding officers are required to conduct fair and impartial hearings and maintain order. 52 Pa.Code § 5.485(a). Furthermore, the Commission's regulations are to be liberally construed to secure the just, speedy and inexpensive determination of every action or proceeding and the presiding officer may, at any stage, disregard an error or defect of procedure which does not affect the substantive rights of parties. 52 Pa.Code § 1.2(a). Except as otherwise provided by statute, requests for continuance of hearings or for extension of time in which to perform an act required or allowed to be done at or within a specified time by this title or by order of the Commission or presiding officer, shall be by motion in writing, timely filed with the Commission, stating the facts on which the application rests. 52 Pa.Code § 1.15(b). Only for good cause shown will requests for continuance be considered. *Id.* The Commission has recognized the Pennsylvania Supreme Court's definition of good cause as "conduct which is reasonable under all the circumstances, thereby justifying the [c]laimant's actions." *Smart Meter Procurement and Installation*, Docket No. M-2009-2092655 (Order entered November 4, 2020); *In re Application of Penn Access Corporation and Digital Direct of Pittsburgh, Inc.*, 1992 Pa. PUC LEXIS 56 (Pa. P.U.C. 1992) (citing *Frumento v. Unemployment Comp. Bd. of Review*, 351 A.2d 631 (Pa. 1976)).

In this case, there is good cause for a continuance to be granted. Mr. Sybrandt cannot attend the May 20, 2026 hearing due to medical issues. This is the first request for a continuance and PAWC does not object to the request for a continuance. Therefore, good cause exists to grant the continuance.

Additionally, although the request for a continuance was not presented as a written motion, the Commission's regulations are to be liberally construed to secure the just, speedy and inexpensive determination of every action or proceeding and the presiding officer may, at any stage, disregard an error or defect of procedure which does not affect the substantive rights of parties. 52 Pa.Code § 1.2(a). Since PAWC did not object to the request for a continuance, I find it appropriate to disregard the request for a continuance not being filed as a motion.

In the interim, the parties are encouraged to pursue settlement discussions. Commission policy promotes settlements. Even if the parties are unable to settle this case, they may still resolve some of the questions or issues during their discussions. If the parties reach an agreement on all issues, a formal hearing will not be necessary. The parties are also reminded that the presiding officer may participate in settlement discussions upon agreement of all parties. 52 Pa.Code § 5.223(c); *see also*, 52 Pa.Code § 5.231(c).

THEREFORE,

IT IS ORDERED:

1. That the evidentiary hearing scheduled for May 20, 2026 is continued to July 22, 2026, starting at 10 a.m.
2. That to participate in the evidentiary hearing scheduled for July 22, 2026 starting at 10 a.m., parties shall call the Toll-free Bridge Number at 888-456-5124 and enter PIN Number 9563241 when prompted.

Date: May 19, 2026

/s/
John M. Coogan
Administrative Law Judge

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