**BEFORE THE**

**PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Joseph and Mary Gabauer :

 :

 v. : C-2014-2457377

 :

Aqua Pennsylvania Inc. :

**PREHEARING ORDER**

 An initial telephonic hearing is scheduled for **Wednesday, March 18, 2015 at 10:00 am.** You must be available at this time or you may lose your case. If you will be at a different telephone number than the number provided on your Complaint or Answer, then you MUST provide that telephone number at least three days prior to the hearing.The parties are directed to comply with the following requirements:

 1. If you intend to present any documents for my consideration, you must mail one copy to the other party, and mail three copies to me prior to the date of the hearing. Note that attachments to your Complaint are not admitted into the record unless submitted separately in accordance with this paragraph.

 2. If you are an individual, you may either represent yourself or have an attorney licensed to practice law in the Commonwealth of Pennsylvania represent you. You are not required to have a lawyer to represent you in the complaint process before the Public Utility Commission.

 **3. However, if you are a partnership, corporation, trust, association, joint venture, other business organization, trust, trustee, legal representative, receiver, agency, governmental entity, municipality or other political subdivision, you must have an attorney licensed to practice law in the Commonwealth of Pennsylvania represent you in this proceeding.**  Unless you are an attorney, you may not represent someone else. Attorneys shall comply with the Commission’s appearance requirements. 52 Pa. Code § 1.24(b). References to the Pa. Code may be accessed at www.pacode.com.

 4. A request for a change of the scheduled hearing date should be submitted in writing no later than five (5) days prior to the hearing. 52 Pa. Code § 1.15(b). The requesting party must contact the other party to determine whether there is agreement to the change prior to contacting the presiding officer. Requests for changes of initial hearings must be sent to me with copies to all parties of record. *Changes are granted only in rare situations where sufficient cause exists.*

5. A copy of anything filed with the Secretary or submitted shall be sent directly to the presiding officer. The correct address is: Administrative Law Judge Susan D. Colwell, Office of Administrative Law Judge, P.O. Box 3265, Harrisburg PA 17105-3265

 6. **YOU MAY LOSE THIS CASE IF YOU DO NOT TAKE PART IN THIS HEARING AND PRESENT EVIDENCE ON THE ISSUES RAISED.**

 7. This hearing is a formal proceeding and will be conducted in accordance with the Commission’s rules of practice and procedure. 52 Pa. Code Chapters 1, 3 and 5.

 8. **Commission policy is to encourage settlements. 52 Pa. Code**

**§ 5.231(a). Utility is required to contact Complainant to discuss informally the possible settlement of this case as soon as possible but no later than at least one week before the hearing. If you are unable to settle this case, you may still resolve as many questions or issues as possible during your informal discussion.**

9. If you intend to subpoena witnesses for the hearing, you should review the procedures established in 52 Pa. Code § 5.421. You must submit your written application to me sufficiently in advance of the hearing date so that the other parties will have the required ten (10) days’ notice to answer or object, and so you will have enough time to receive the subpoena and serve it.

 10. Complainant bears the burden of proving the case and should be prepared to prove claims with testimony and documentary evidence.

 11. In addition to any other exhibits that the utility desires to enter into the record, the utility must submit a copy of the customer contacts between the utility and the customer during the relevant time period.

 12. Utility is warned that a finding of a violation of a Commission Order, regulation or statute may result in the imposition of a civil penalty consistent with 66 Pa. C.S.

§ 3301 or other provision of the Public Utility Code.

 13. The Commission’s phone system can only call two telephone numbers at one time. If it is necessary to call additional numbers for the hearing, alternative conferencing arrangements can be made upon request.

Dated: February 12, 2015 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Susan D. Colwell

 Administrative Law Judge

**C-2014-2457377 - JOSEPH AND MARY GABAUER v. AQUA PENNSYLVANIA INC**JOSEPH & MARY GABAUER114 ELLISTOWN ROADSAYRE PA 18840570.888.2941MARY MCFALL HOPPER ESQUIREAQUA PENNSYLVANIA762 W LANCASTER AVENUEBRYN MAWR PA 19010610.645.1170***-ACCEPTS ELECTRONIC SERVICE\_***