

Instructions for Completing Request for Mediation Form

The numbered instructions below will help you fill out the form on page 3. Please print or type your answers. Make sure you sign the form and mail it to the following address:

Mediation Coordinator
Office of Administrative Law Judge
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, PA 17120

Alternatively, you may send via fax to 717-213-6812.

Customer Information Section

1. Enter the official name of your business as it appears on your utility bill.
2. Enter **mailing address** where your business receives its mail.
3. Enter the name of the person filing the mediation request and that person's present position.
4. Enter the business phone number where that person can be reached during the day.
5. Enter the business fax, if available.
6. Enter the business email address, if available.

Utility Information Section

7. Enter the complete name of the utility involved in the dispute, as it appears on your utility bill.
8. Enter the utility company's address as it appears on your utility bill.
9. Enter the name and position of the person from the utility that you last spoke with.
10. Enter the utility phone number.
11. Enter the utility fax number, if available.
12. Enter the utility email address, if available.

Dispute Information

13. Provide a brief, "to the point" description of your problem. Include any specific dates, times and places that are important to your complaint. If the address involved in the complaint is different from your business mailing address, please provide that information here.
14. State what you want the PUC to do about your complaint.
15. You must sign your full name.
16. You must provide the current date.
17. You must print your full name.
18. The person providing the information and signing the form should indicate his/her position.

**For more information on the mediation process, please contact the
Mediation Unit of the Office of Administrative Law Judge at (717) 783-5428.**

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SMALL BUSINESS REQUEST FOR MEDIATION

(Please fill out all sections and print clearly.)

CUSTOMER INFORMATION

1. Business Name:	
2. Business Address:	
3. Business Representative's Name and Title:	
4. Business Phone:	5. Business Fax:
6. Business Email:	

UTILITY INFORMATION

7. Utility Name:	
8. Utility Address:	
9. Utility Contact Name and Title:	
10. Utility Phone Number:	11. Utility Fax Number:
12. Utility Email Address:	

DISPUTE INFORMATION

13. Brief description of dispute:	
14. What relief are you seeking?	
15. Your Signature	16. Current Date:
17. Please print your full name	18. Indicate your position