

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Clark O'Donnell	:	
	:	
v.	:	F-2025-3054625
	:	
FirstEnergy Pennsylvania Electric Company	:	

**INTERIM ORDER ON  
ACCOMODATION REQUEST**

On April 14, 2025, Clark O'Donnell (Complainant) filed a formal complaint against FirstEnergy Pennsylvania Electric Company (FirstEnergy) alleging that the company is threatening to terminate his service and holding him responsible for charges in the name of Jean O'Donnell. He also alleges that FirstEnergy refuses to provide reasonable accommodation for his disability by ensuring that all communication is conducted by email. He contends that phone communication is not accessible to him. The Complainant also requests that any hearings or interactions related to his complaint be conducted through email correspondence or written documentation.

A telephone hearing is currently scheduled in this matter for Tuesday, July 29, 2025. A prehearing order was issued on April 17, 2025, which included instructions for requesting TTY-based Telecommunication Relay Service number for persons with hearing and/or speech impairment.

The Public Utility Commission is committed to engaging in an appropriate interactive process regarding suitable access for any litigant appearing before the Commission's Administrative Law Judges. An appropriate interactive process presumes that an individual has a recognized disability and also means that the Commission will receive full and timely information from all necessary inquiries regarding litigant's condition and requested accommodation.

In formal complaint proceedings before an administrative law judge, the complainant bears the burden of proving that they are entitled to the relief requested. Where a litigant's requested accommodation does not impose undue hardship on other litigants, including impairment of the opposing party's due process rights, or to the Commission the requested accommodation will be given every consideration. Where, in the judgement of the Commission, the requested accommodation may either pose an undue hardship to the Commission or to other litigants involved in any case before the Commission, the Commission will attempt, where possible, to find reasonable alternative accommodation.

THEREFORE,

IT IS ORDERED:

1. On or before **June 16, 2025**, the Complainant shall contact the Commission's scheduling office if he intends to make use of the Telecommunication Relay Service for the July 29, 2025, telephone hearing, as set forth in Paragraph 10 of April 17, 2025, Prehearing Order. The Complainant must also notify me and counsel for FirstEnergy by email:

Administrative Law Judge Mary Long: [malong@pa.gov](mailto:malong@pa.gov)

Attorney Margaret Morris: [mmorris@regerlaw.com](mailto:mmorris@regerlaw.com)

2. To the extent the use of the Telecommunication Relay Service is inadequate, and the Complainant is seeking any specific accommodation in consideration of his health condition or limitations, Complainant shall provide:

a. **On or before June 16, 2025**, specific information and documentation substantiating his disability, as well as the specific accommodation which he is seeking with as much specificity as possible, along with any documentation supporting such

request, to counsel FirstEnergy and to me. Any medical documentation shall be clearly marked as **CONFIDENTIAL**.

b. The Parties shall further confer on or before **June 30, 2025**, in order to attempt to consider and attempt to resolve any issues regarding any reasonable accommodation requests submitted by Complainant.

3. In the event the Parties are unable to agree upon such accommodations, any party may submit a status report which shall include a proposal for litigation of the complaint to the undersigned presiding officer not later than **July 3, 2025**.

Date: June 9, 2025

\_\_\_\_\_/s/  
Mary D. Long  
Administrative Law Judge

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ELECTRIC COMPANY**

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