

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Heidemarie Anderson	:	
	:	
v.	:	F-2025-3055367
	:	
FirstEnergy Pennsylvania Electric Company	:	

CONTINUANCE ORDER

On May 19, 2025, Heidimarie Anderson (Ms. Anderson or Complainant) filed a Formal Complaint against FirstEnergy Pennsylvania Electric Company (FE PA or Company).¹ The Formal Complaint was served on FE PA on May 23, 2025. In her Complaint, Ms. Anderson alleges that there are incorrect charges on her bill. Specifically, Ms. Anderson believes she was overcharged for part of December 2024, all of January 2025, and part of February 2025. Ms. Anderson states she was not at home during this time; when she leaves for any extended period most appliances are unplugged; the thermostats were set at 45 degrees Fahrenheit; and she received a letter from FE PA that the meter was within 100% accuracy, but she is not sure how the meter was checked. Ms. Anderson also states that she does not expect a full refund, but that it does not seem right that the charges were that high with no one being home.

On June 12, 2025, FE PA filed an answer to Ms. Anderson’s Complaint. FE PA denied that there are incorrect charges on Complainant’s account. FE PA avers that on March 23, 2025, the meter serving Complainant was removed for testing and the results comported with Commission regulations pertaining to electric meter accuracy. FE PA further avers that the Company performed a Customer Billing Analysis on January 28, 2025, indicating a potential load usage for the month of January between 5,155 kWh and 6,301 kWh; the home

¹ The Complaint is a timely appeal from the determination of the Commission’s Bureau of Consumer Services (BCS), at BCS No. 4048182, which dismissed Complainant’s informal complaint. A timely BCS appeal is subject to *de novo* review. 52 Pa. Code § 56.173(a).

heating as the largest consumer of electricity; and a check read was conducted on February 19, 2025, and no issues were found with the Company's equipment.

On June 26, 2025, the Commission issued a telephonic hearing notice setting a call-in telephonic hearing for this matter for August 7, 2025, at 10:00 a.m. In anticipation of the hearing, I issued a prehearing order on June 26, 2025 setting forth various rules that would govern the August 7, 2025, hearing.

On July 11, 2025, I received an e-mail from Ms. Anderson requesting a continuance. Ms. Anderson stated that, before receiving notice of the hearing, she had scheduled travel between July 15, 2025 and September 6, 2025. She stated that counsel for FE PA agreed to a continuance, and she requested that the hearing be rescheduled to the middle to latter part of September 2025. On July 13, 2025, I received an e-mail from counsel for FE PA confirming that the Company does not oppose the requested continuance. On July 14, 2025, I responded to Ms. Anderson and counsel for FE PA, stating that I would grant the request. On July 16, 2025, the Commission issued a rescheduled telephonic hearing notice, cancelling the call-in telephonic hearing scheduled for August 7, 2025 at 10:00 a.m. and setting the rescheduled hearing for October 1, 2025 at 10:00 a.m. The purpose of this order is to memorialize the continuance of the August 7, 2025 hearing.

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). 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 the continuance request to be granted and for the hearing scheduled for August 7, 2025 to be continued. Ms. Anderson has a scheduling conflict with holding the hearing on August 7, 2025. Additionally, although Ms. Anderson's request for a continuance was not presented as a 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 FE PA does not object to Ms. Anderson's request for a continuance, I find it appropriate to disregard Ms. Anderson not filing her request for a continuance as a motion.

ORDER

THEREFORE,

IT IS ORDERED:

1. That the evidentiary hearing scheduled for August 7, 2025 is continued to October 1, 2025, starting at 10 a.m.

2. That to participate in the hearing scheduled for October 1, 2025 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: July 17, 2025

/s/
John M. Coogan
Administrative Law Judge

**F-2025-3055367 - HEIDEMARIE ANDERSON v. FIRSTENERGY PENNSYLVANIA
ELECTRIC COMPANY**

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