
Alice A. Wade

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File #: 208125

July 25, 2025

VIA EMAIL

The Honorable Mary D. Long
Administrative Law Judge
Pennsylvania Public Utility Commission
301 Fifth Avenue, Suite 220
Pittsburgh, PA 15222

Re: Karen Truax v. PPL Electric Utilities Corporation
Docket No: F-2024-3051023

Your Honor:

PPL Electric submits this letter as a response to the letter of Karen Truax (“Complainant”) dated July 16, 2025, requesting that the hearing be rescheduled. PPL Electric will not object to the Complainant’s request, however, will clarify its communications with the Complainant given the averments made in the letter regarding communications with PPL’s counsel.

Counsel for PPL Electric (“counsel”) called the Complainant on Wednesday, July 9, 2025, to discuss resolution of the Complaint. This was not PPL Electric’s first attempt to engage the Complainant. The Complainant indicated she did not wish to speak at that time and asked if she could return the call the following day. PPL Electric’s counsel indicated that the Complainant was welcome to call back. The Complainant called PPL Electric’s counsel back on Monday, July 14, 2025, the day before the hearing. The parties discussed settlement, but were not able to reach resolution. PPL Electric’s counsel indicated that while it would attempt to follow up with the Complainant as soon as possible, it may not be able to call the Complainant back before the hearing scheduled for the next day. Counsel noted, however, that often the Administrative Law Judges give the parties an opportunity to further discuss settlement after calling in to the hearing, before going on the record, so the parties may have an opportunity to further discuss settlement at that time if counsel was unable to reach Ms. Truax prior to the hearing.

The Honorable Mary D. Long
July 25, 2025
Page 2

PPL Electric further notes that it included the call-in information for the hearing with the exhibits it served on Tuesday, July 8, 2025, and that the Complainant successfully requested a continuance of the first hearing scheduled for April 22, 2025, via email on April 16, 2025.

PPL Electric maintains that the Complainant's absence from the hearing was not unavoidable, however, PPL Electric will not object to the Complainant's request for a further hearing.

Copies of this letter will be provided as indicated on the Certificate of Service.

Respectfully submitted,



Alice A. Wade
Associate

AAW/sa
Attachment

cc: Secretary Matthew L. Homsher
Certificate of Service

CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing has been served upon the following persons, in the manner indicated, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant).

VIA E-MAIL AND FIRST CLASS MAIL

Karen Truax
168 W Parker St.
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maywediscuss@gmail.com

Dated: July 25, 2025



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