

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Stacee Banko	:	
	:	
v.	:	C-2025-3054915
	:	
PPL Electric Utilities Corporation	:	

**CONTINUANCE ORDER**

On May 1, 2025, Stacee Banko (Ms. Banko or Complainant) filed a Formal Complaint with the Pennsylvania Public Utility Commission (Commission) against PPL Electric Utilities Corporation (PPL). Ms. Banko indicated that she would like a payment agreement. She further stated that there was an amount needed that she was trying to make work but the day it was due she had a family health emergency and now she is hoping to get a new arrangement or the previous one.

On May 21, 2025, PPL filed an answer and new matter to Ms. Banko’s Formal Complaint. The new matter included a notice to plead. PPL admitted that Complainant requested a payment agreement. However, PPL avers that Section 316 of the Public Utility Code bars the Complainant from pursuing her Formal Complaint, in whole or in part, to the extent that it re-raises the same issues that were resolved in three previous formal complaint proceedings by the certificates of satisfaction, to which the Complainant never filed objections. Additionally, PPL alleged that the Formal Complaint is barred because the Complainant’s repeated filing of Formal Complaints raising the same issues and requesting the same relief are an abuse of administrative process.

No response to the new matter was filed.

On July 1, 2025, the Commission issued an initial telephonic hearing notice setting a formal call-in telephonic hearing for this matter for Friday, August 8, 2025 at 10:00 a.m. and assigned me as the presiding officer. In anticipation of that hearing, I issued a prehearing order on July 1, 2025 setting forth various rules that would govern that proceeding.

The hearing convened on August 8, 2025 as scheduled. Ms. Banko appeared, representing herself. Alice Wade, Esq., appeared on behalf of PPL. During the hearing, parties requested a continuance to allow further settlement discussions, to which I agreed. On August 8, 2025 I issued a continuance order. Also on August 8, 2025, the Commission issued a further call-in telephonic hearing notice setting a further formal call-in telephonic hearing for this matter for Friday, October 3, 2025 at 10:00 a.m. In anticipation of that hearing, I issued a prehearing order on August 8, 2025 setting forth various rules that would govern that proceeding.

On October 2, 2025, I received an e-mail from Ms. Banko requesting a continuance of the October 3, 2025 hearing due to ongoing medical issues. Also on October 2, 2025, I received an e-mail from counsel for PPL stating that, under the circumstances, PPL does not oppose the request for a continuance. By e-mail sent October 3, 2025, I informed the parties that the request for continuance was granted. Also on October 3, 2025, the Commission issued a notice cancelling the October 3, 2025 hearing and setting a further formal call-in telephonic hearing for this matter for Tuesday, December 9, 2025 at 10:00 a.m. In anticipation of that hearing, I issued a prehearing order on October 3, 2025 setting forth various rules that would govern that proceeding.

The purpose of this order is to memorialize the continuance of the October 3, 2025 hearing to December 9, 2025.

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). Requests for continuance of hearings may be made by oral motion in the hearing before the presiding officer. 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 a continuance to be granted. Ms. Banko requested a continuance due to ongoing medical issues and PPL does not object to the request for a continuance. Therefore, good cause exists to grant the continuance. However, due process is not unlimited. *See Schneider v. Pa. Pub. Util. Comm'n.*, 479 A.2d 10 (Pa. Cmwlth. 1984). Parties are expected to participate in a rescheduled hearing.

Additionally, although Ms. Banko's request for a continuance was not presented as a written 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 PPL did not object to Ms. Banko's request for a continuance, I find it appropriate to disregard Ms. Banko not filing her request for a continuance as a motion

In the interim, the parties are encouraged to pursue settlement discussions. Commission policy promotes settlements. Even if the parties are unable to settle this case, they may still resolve some of the questions or issues during their discussions. If the parties reach an agreement on all issues, a formal hearing will not be necessary. The parties are also reminded that the presiding officer may participate in settlement discussions upon agreement of all parties. 52 Pa.Code § 5.223(c); *see also*, 52 Pa.Code § 5.231(c).

ORDER

THEREFORE,

IT IS ORDERED:

1. That the hearing scheduled for October 3, 2025 is continued to December 9, 2025; and
2. That to participate in the evidentiary hearing scheduled for December 9, 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: October 7, 2025

\_\_\_\_\_/s/  
John M. Coogan  
Administrative Law Judge

**C-2025-3054915 - STACEE BANKO v. PPL ELECTRIC UTILITIES CORPORATION**

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