

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Stephanie Martzen	:	
	:	
v.	:	C-2025-3057001
	:	
PPL Electric Utilities Corporation	:	

**CONTINUANCE ORDER**

On August 21, 2025, Stephanie Martzen (Ms. Martzen or Complainant) filed a Formal Complaint with the Pennsylvania Public Utility Commission (Commission or PUC) against PPL Electric Utilities Corporation (PPL or Company). Ms. Martzen’s Formal Complaint was served on PPL on August 22, 2025. Ms. Martzen alleged that PPL is threatening to shut off her service or has already shut off her service; there are incorrect charges on her bill; and PPL is claiming there is foreign wiring, will not put the account in the correct person’s name, and has added charges to the account for another person. As relief, Ms. Martzen stated that she will pay the portion that belongs to her, but she does not operate the farm, the account should be in the operator’s name, and she would like the portion that was added removed.

On September 11, 2025, PPL filed an answer to Ms. Martzen’s Formal Complaint. PPL admitted that a termination notice was issued on August 14, 2025. PPL denied that Complainant’s electric service bill(s) contain incorrect charges. PPL also denied that the Company informed a family member of the Complainant that there was foreign wiring. PPL asserts that, based on the Company’s investigation into the service address, PPL concluded that the Complainant was associated with the balance accrued at the property under three prior accounts such that she is responsible for the unpaid balance on these accounts.

On September 19, 2025, the Commission issued an initial telephonic hearing notice setting a formal call-in telephonic hearing for this matter for Wednesday, November 5,

2025 at 1:00 p.m. and assigned me as the presiding officer. In anticipation of that hearing, I issued a prehearing order on September 19, 2025 setting forth various rules that would govern that proceeding.

The hearing convened on November 5, 2025 as scheduled. Ms. Martzen appeared, representing herself. Hayley Wilburn, Esq., appeared on behalf of PPL. At the hearing, parties agreed to a continuance to allow further settlement discussions. The purpose of this order is to memorialize the continuance. A rescheduled hearing will take place telephonically on January 13, 2026, at 10 a.m.

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). Furthermore, 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). During the course of a proceeding, continuance requests may be made by oral motion in the hearing before the Commission or the presiding office. 52 Pa.Code § 1.15(b). Only for good cause shown will requests for continuance be considered. *Id.*

In this case, there is good cause for the November 5, 2025 hearing to be continued. Both parties agreed to the continuance. Also, the Commission strongly encourages settlement. Therefore, good cause exists to allow a continuance for possible settlement, or other action that may lead to avoiding unnecessary expenditure of parties' resources. 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. However, as I explained to the parties during the November 5, 2025, hearing, if a settlement is not reached, I expect the rescheduled hearing will proceed as scheduled.



**C-2025-3057001 - STEPHANIE MARTZEN v. PPL ELECTRIC UTILITIES CORPORATION**

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