

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Ashley Gerhart	:	
	:	
v.	:	C-2025-3057671
	:	
PPL Electric Utilities Corporation	:	

**ORDER  
REFERRING TO MEDIATION**

On September 25, 2025, Ashley Gerhart (Ms. Gerhart or Complainant) filed a Formal Complaint with the Pennsylvania Public Utility Commission (Commission) against PPL Electric Utilities Corporation (PPL or Company). Ms. Gerhart alleged that she received a bill for the last 3½ years stating that the payments were returned and there were unauthorized charges to a bank she has never heard of; she paid her bill every month on time; and she is being told she owes 3½ years of bills which is over \$5,000. As relief, Ms. Gerhart requests to find out how a bank account she never heard of was put into her account and she wants the bill to be taken care of by PPL.

On October 15, 2025, PPL filed an answer to Ms. Gerhart’s Formal Complaint. PPL admitted that payments made to PPL were returned because the financial institution notified the Company that the payments were not authorized, which reversed the payments on the Complainant’s PPL account. PPL denies that Complainant paid her bill on time in light of the fact that the payments were not authorized. PPL lacks sufficient information or knowledge as to whether the unauthorized payments were from a bank the Complainant has never heard of.

On October 20, 2025, the Commission issued an initial telephonic hearing notice setting a formal call-in telephonic hearing for this matter for Wednesday, December 17, 2025 at 1:00 p.m. and assigned me as the presiding officer. In anticipation of that hearing, I issued a

prehearing order on October 20, 2025 setting forth various rules that would govern that proceeding.

On November 6, 2025, counsel for PPL filed a letter to the docket, stating that both the Company and Ms. Gerhart jointly request that this proceeding be transferred to the Commission's mediation unit to allow the parties time to engage in settlement negotiations. PPL's letter further avers that the Company and Complainant have been in contact since the Formal Complaint was filed and are actively pursuing resolution of the Complaint without the need for further litigation.

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). Further, it is the policy of the Commission to encourage settlements. 52 Pa.Code § 5.231(a). The Commission's mediation process is a flexible program designed to informally help parties resolve disputes. *See* 52 Pa. Code §§ 69.391-69.397. Therefore, before proceeding to a hearing, this proceeding will be referred to the Commission's Mediation Unit for the Commission's mediation review process.

THEREFORE,

IT IS ORDERED:

1. That the telephonic hearing scheduled for December 17, 2025 is cancelled;
2. That this proceeding is referred to the Commission's Mediation Unit for the Commission's mediation review process; and

3. That, in the event the parties are unable to resolve this matter with the assistance of a mediator, the Formal Complaint will proceed to a hearing.

Date: November 7, 2025

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

**C-2025-3057671 - ASHLEY GERHART v. PPL ELECTRIC UTILITIES CORP**  
**Revised 11/5/2025**

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