

**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. On October 7, 2025, a continuance order was issued.

The hearing convened on December 9, 2025 as scheduled. Ms. Banko appeared, representing herself. Sydney Rimmer, Esq., appeared on behalf of PPL. During the hearing, parties requested a brief continuance to allow further steps for potential finalization of a settlement, to which I agreed. After discussion with the parties during the hearing, a further telephonic hearing date of January 12, 2026 at 10:00 a.m. was agreed upon.

The purpose of this order is to memorialize the continuance of the December 9, 2025 hearing to January 12, 2026.

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 the request for a brief continuance to be granted and for the December 9, 2025 hearing to be continued to January 12, 2026. Both parties agreed to the continuance, and the Commission strongly encourages settlement, which 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. 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 December 9, 2025 is continued to January 12, 2026; and



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

*Revised December 5, 2025*

STACEE BANKO  
1743 HASTINGS ROAD  
BETHLEHEM PA 18017  
**610.417.3810**

[sbanko1979@gmail.com](mailto:sbanko1979@gmail.com)

Served via eService December 9, 2025

DEVIN T. RYAN ESQUIRE  
ALICE A. WADE ESQUIRE  
POST AND SCHELL PC  
ONE OXFORD CENTRE  
301 GRANT STREET, SUITE 3010  
PITTSBURGH PA 15219

**717.612.6052**

**717.731.1985**

[alice.wade@postschell.com](mailto:alice.wade@postschell.com)

[dryan@postschell.com](mailto:dryan@postschell.com)

Served via eService December 9, 2025

*(Counsel for PPL Electric Utilities Corporation)*

MEGAN E. RULLI ESQUIRE  
SYDNEY RIMMER ESQUIRE  
POST AND SCHELL PC  
17 N 2<sup>ND</sup> STREET 12<sup>TH</sup> FLOOR  
HARRISBURG PA 17101

**717.612.6012**

**717.612.6035**

**717.731.1985**

[mrulli@postschell.com](mailto:mrulli@postschell.com)

[srimmer@postschell.com](mailto:srimmer@postschell.com)

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