

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Kristine Cardaci	:	
	:	
v.	:	C-2025-3056935
	:	
PPL Electric Utilities Corporation	:	

**INTERIM ORDER
CONVERTING HEARING INTO A PREHEARING CONFERENCE**

The parties are directed to read this Interim Order in its entirety, as it contains important information regarding the above-captioned matter.

This Order changes the telephonic evidentiary hearing scheduled for January 12, 2026, at 10:00 a.m., to a telephonic prehearing conference on this same date and time.¹ At this prehearing conference, we will discuss the motion in limine and meter testing.

By way of background, on or about July 23, 2025, Kristine Cardaci (Complainant) filed a Formal Complaint (Complaint) with the Pennsylvania Public Utility Commission (Commission) against PPL Electric Utilities Corporation (PPL, Company or Respondent). Ms. Cardaci checked the box on the Complaint form averring that the utility is threatening to shut off her service or has already shut off her service. She also checked the box averring that there are incorrect charges on her bill. Specifically, Ms. Cardaci alleges that, between December 2024 and January 14, 2025, she was not using electric heat but her usage spiked. She also alleges that she was stuck with a debt forgiveness balance from OnTrack during the same period. As relief, she asks the Commission to order “total reimbursement (\$1,300) for abusive charges.” Complaint ¶ 5.

¹ This order is issued pursuant to the authority granted to presiding officers at 52 Pa. Code § 5.483 (relating to authority of presiding officer).

On September 8, 2025, PPL filed an answer to the Complaint, in which the Respondent admits in part and denies in part the various material allegations of the Complaint.² PPL admits that it issued a termination notice to the Complainant. The Company also admits that the Complainant's OnTrack enrollment ended in January 2025, the remaining arrears that had been eligible for forgiveness through OnTrack became due. PPL denies that the Complainant's bills contain incorrect charges. The Company requested that the Commission dismiss the Complaint, with prejudice.

By Hearing Notice dated September 19, 2025, an Initial Call-In Telephonic Hearing was scheduled for November 12, 2025, at 10:00 a.m., and the matter was assigned to me. On September 23, 2025, a Prehearing Order was issued which addressed the procedures applicable to this proceeding.

On November 12, 2025, a telephonic evidentiary hearing was convened. The Complainant was present. PPL was represented by Megan E. Rulli, Esquire, and a witness for the Company was present. Ms. Cardaci averred that, on Monday, November 10, 2025, she had mailed proposed hearing exhibits to the Respondent and presiding officer. The undersigned and PPL did not receive the exhibits before the hearing. As such, the hearing was continued to allow time for PPL to receive and review the Complainant's proposed exhibits. No testimony was taken and no exhibits were presented.

On November 12, 2025, the Commission issued a Further Telephonic Hearing Notice to reschedule the hearing for November 25, 2025. On November 13, 2025, a Second Prehearing Order was issued.

On November 19, 2025, Ms. Cardaci called the Office of Administrative Law Judge to ask for a continuance of the November 25, 2025 hearing. Given the limited time before the hearing, I contacted counsel for PPL, who responded that the Respondent did not oppose the hearing being continued.

² The Commission's records show that the Complaint was served to PPL on August 19, 2025.

I found good cause to grant the continuance because it was unopposed and the first continuance was relatively short given that (1) PPL anticipated that it might serve an additional proposed exhibit prior to the November 25, 2025 hearing and (2) that service to the Complainant is by First-Class Mail.

Accordingly, on November 20, 2025, notice was issued to cancel the further hearing on November 25, 2025. On November 21, 2025, notice was issued to reschedule the further telephonic hearing for January 12, 2026 at 10:00 a.m.

On December 9, 2025, PPL filed a motion in limine to prohibit the Complainant from presenting any testimony and exhibits related to her high billing claims. PPL avers the Complainant has refused to provide the Company with access to its meter for testing. PPL contends that, without access to the meter for testing, the Company cannot fully prepare for the hearing and respond to the Complainant's high billing claims. Further, the Company claims that it would be unfairly prejudiced if the Complainant was permitted to present testimony and evidence related to her high billing claims while preventing the Company from presenting its own relevant evidence in response. PPL maintains that two weeks is the minimum time needed to remove the meter, test it, and submit the results to both the Complainant and the ALJ prior to the hearing scheduled for January 12, 2026, and that it will withdraw the motion if the Complainant allows the Company access to its meter for removal and testing by December 29, 2025.

PPL's motion was endorsed with a notice to plead. The notice stated that a reply could be filed within twenty (20) days after the date of service, pursuant to 52 Pa. Code § 5.103(c). PPL requested an expedited response period of ten (10) calendar days to facilitate a ruling on the motion in sufficient time before the hearing.

Under the circumstances, I find that a prehearing conference may be helpful to address procedural matters prior to the hearing. Therefore, the January 12, 2026 evidentiary hearing will be changed to a prehearing conference. I will not rule on the motion in limine until after the prehearing conference, if necessary.

The prehearing conference will be transcribed by a court reporter but no one will be put under oath, and no testimony or exhibits will be received or considered for making findings of fact. The purpose of the prehearing conference will be to discuss the motion in limine and meter testing, to help prepare both sides for the hearing. We will also discuss the possibilities for resolving issues. If a hearing remains necessary, it will be scheduled after the conclusion of the prehearing conference.

The Complainant is cautioned that her failure to attend and fully participate in the prehearing conference could result in the Complaint being dismissed with prejudice and without a hearing. PPL's failure to attend and fully participate in the prehearing conference could result in the Company being barred from raising the defenses and issues it raised in its answer.

Finally, a written answer to PPL's motion in limine is optional and not required. If Ms. Cardaci wishes to file an answer, that answer is due by Monday, December 29, 2025. The filing must be postmarked or eFiled by that date. The mailing address for the Secretary is:

Matthew L. Homsher, Secretary
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, PA 17120

A copy of the answer should also be sent to me and to counsel for PPL.

THEREFORE,

IT IS ORDERED:

1. That the telephonic evidentiary hearing scheduled for Monday, January 12, 2026, at 10:00 a.m., is hereby converted to a telephonic Prehearing Conference scheduled on the same date and time: January 12, 2026, at 10:00 a.m.

2. That the parties shall attend and participate in a telephone prehearing conference on January 12, 2026, at 10:00 a.m., and shall be fully prepared for the conference, consistent with the terms set forth above.

3. That to participate in the prehearing conference, you must dial the toll-free number listed below. You will be prompted to enter a PIN number, which is also listed below. You will be asked to speak your name and then the telephone system will connect you to the hearing.

Toll-free Bridge Number: **866.759.6860**
PIN Number: **71568747**

You must call into the conference on the scheduled day and time. If you fail to do so, your case will be dismissed. You will not be called by the Administrative Law Judge.

4. That the Complainant may file a written answer by Monday, December 29, 2025. The answer must be postmarked or eFiled by that date.

5. That any ruling on the motion in limine filed by PPL Electric Utilities Corporation shall be held in abeyance until the prehearing conference on January 12, 2026.

Date: December 22, 2025

/s/
Erin L. Gannon
Administrative Law Judge

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KRISTINE CARDACI



Served via USPS First-Class Mail December 22, 2025

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