

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Wendi Kraemer	:	
	:	
v.	:	C-2025-3056934
	:	
FirstEnergy Pennsylvania Electric Company	:	

INTERIM ORDER
REGARDING COMPLAINANT’S NONAPPEARANCE
AT THE SCHEDULED HEARING

A telephone hearing was scheduled in relation to the above-docketed complaint (Complaint) for November 18, 2025. By email dated November 5, 2025, Complainant Wendi Kraemer (Complainant or Ms. Kraemer) requested a continuance of the hearing due to family-related issues. Respondent FirstEnergy Pennsylvania Electric Company (Respondent), through counsel, indicated Respondent did not object, and the continuance request was granted.

A rescheduled telephone hearing was then scheduled for January 12, 2026 at 10:00 a.m. I convened the hearing at approximately 10:00 a.m. on that date. Respondent appeared for the hearing, but Complainant did not appear. Respondent moved to dismiss the Complaint, and I took the Motion under advisement.

At 11:25 a.m. on January 12, 2026, an email was sent to me from the email address listed on the Complaint¹ for Complainant². The email indicated it was authored by someone who was assisting Complainant rather than Ms. Kraemer herself. The email indicated Ms. Kraemer was “deathly ill” and unable to speak and requested a continuance of the hearing.

¹ Complainant indicated on the Complaint that she wanted to be served via email service at that email address.

² The email was only sent to me and Respondent was not copied. I forwarded the email to Respondent’s counsel and asked that Respondent’s counsel be copied on any communication moving forward.

Respondent was asked via email by the undersigned whether they would object to a rescheduled hearing. Respondent, via counsel, indicated they had attempted to contact Ms. Kraemer, and asked that Ms. Kraemer identify the issues and what relief she is seeking, as service is no longer in her name and is in the name of another customer. Respondent did not agree to a reschedule without that information.

Ms. Kraemer was informed, via the Telephone Hearing Notices and Prehearing Orders she was sent, regarding procedures for how and when to request a continuance, and she had previously properly made such a request. In this case, Complainant did not make a request in advance of the hearing, and the email that was sent to me was not authored by the Complainant herself. Nonetheless, in consideration of the circumstances, this hearing will be rescheduled one more time to provide Complainant the opportunity to participate in the hearing. Any future hearings will not be rescheduled at Complainant's request absent extraordinary circumstances.

The parties should discuss possible dates for the rescheduled hearing and provide those to me so the hearing can be scheduled when the parties are available. Complainant must communicate her availability to Respondent's counsel (and vice versa). Further, the parties are directed to discuss possible resolution of Ms. Kraemer's Complaint prior to any rescheduled hearing.

THEREFORE,

IT IS ORDERED:

1. That Respondent's Motion to Dismiss is denied without prejudice at this time.

C-2025-3056934 - WENDI KRAEMER v. FIRSTENERGY PENNSYLVANIA ELECTRIC COMPANY

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Served via email- January 21, 2026

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Served via eService- January 21, 2026

(Counsel For FirstEnergy Pennsylvania Electric Company)