

**PENNSYLVANIA
PUBLIC UTILITY COMMISSION
Harrisburg, PA 17105-3265**

Nicole Thomas	:	
	:	
v.	:	F-2025-3056374
	:	
PPL Electric Utilities Corporation	:	

FINAL ORDER

In accordance with the provisions of Section 332(h) of the Public Utility Code, 66 Pa. C.S. §332(h), the decision of Administrative Law Judge Emily A. Farren dated December 19, 2025, has become final without further Commission action;

THEREFORE,

IT IS ORDERED:

1. That the Formal Complaint of Nicole Thomas, filed at *Nicole Thomas v. PPL Electric Utilities Corporation*, Docket No. F-2025-3056374, is granted, in part and denied, in part, consistent with this Decision.

2. That the Formal Complaint is denied as to the Complainant’s claims of incorrect charges and reliability, safety or quality of service.

3. That the Formal Complaint is granted as to Complainant’s request for a Commission payment arrangement.

4. That PPL Electric Utilities Corporation is directed to waive late payment charges levied as a result of a delinquent account, consistent with this decision.

5. That Nicole Thomas shall make monthly payments consisting of her current bill plus one-sixtieth ($1/60^{\text{th}}$) of the balance accrued on her account, less late payment charges, beginning with the first billing due date following the entry of the Commission's Final Order in this case, and continuing thereafter on the due date for the payment of each regular monthly bill.

6. That as long as Nicole Thomas maintains the terms of the payment arrangement stated herein, PPL Electric Utilities Corporation shall not (1) suspend or terminate her utility service except for valid safety or emergency reasons; or (2) assess late payment or finance charges against her account.

7. That if Nicole Thomas does not keep the payment schedule stated herein, PPL Electric Utilities Corporation is authorized to suspend or terminate the Complainant's service in accordance with the Public Utility Code and Commission regulations.

8. That Docket No. F-2025-3056374 be marked closed.

BY THE COMMISSION,

A handwritten signature in black ink, appearing to read "Matthew L. Homsher". The signature is written in a cursive style with a large initial "M".

Matthew L. Homsher
Secretary

(SEAL)

ORDER ENTERED: January 21, 2026