

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

DeAurdrea Linika Franczak	:	
	:	
v.	:	C-2025-3055351
	:	
PPL Electric Utilities Corporation	:	

**ORDER
REOPENING RECORD AND RECONVENING EVIDENTIARY HEARING**

On November 7, 2025, a hearing in this matter convened as scheduled. Complainant appeared *pro se*, testified on her own behalf, and sponsored nine exhibits, which were admitted into the record. Alice Wade, Esquire, appeared on behalf of PPL and presented the testimony of two witnesses: Kelly Bell, a Customer Service Representative at PPL, and April Lewis, a Customer Contact Center Supervisor at PPL. Ms. Bell sponsored four exhibits, which were admitted into the record.

On December 1, 2025, the transcript of this hearing was filed with the Commission and the record closed.

Upon review of the transcript and exhibits, I have determined there is insufficient information to make a final determination with regard to Complainant's allegations that her bills were incorrect for the months of December 2022, January 2023, and February 2023. Thus, pursuant to 52 Pa. Code § 5.571(d)(1), I am ordering that the record be reopened and a further hearing be scheduled. Both Parties should be prepared to discuss and present evidence regarding electric usage during this time period and comparable prior time periods. The further hearing will be limited to this issue.

**C-2025-3055351 - DEAUDREA LINIKA FRANCAZAK v. PPL ELECTRIC UTILITIES
CORP**

Revised 8/28/2025

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