

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Paul G. Roush	:	
	:	
v.	:	F-2025-3059526
	:	
FirstEnergy Pennsylvania Electric Company	:	

**INTERIM ORDER  
ON MOTION FOR EXTENSION OF TIME  
TO FILE REPLY TO NEW MATTER**

On December 18, 2025, Paul G. Roush (Complainant) filed a complaint against FirstEnergy Pennsylvania Electric Company (Respondent or FirstEnergy). The Complainant alleges that he called Penn Power<sup>1</sup> several times to raise concerns about the accuracy of meter readings for his duplex unit (Unit A) and to identify that the number on his meter did not match the meter number attached to his account. Mr. Roush states that the Company took no action until he called to let them know he was moving to another address. Penn Power came out two weeks before he moved, after which the Company sent him a massive invoice for an additional \$425 or more. Mr. Roush believes the billing is wrong and that the smart meter(s) may be faulty. As relief, he asks for the billed amount to be written off or, in the alternative, for Penn Power to reduce the amount owed by 50%. In addition, he would like a 12-month payment plan for any amount a judge determines is fair for him to pay. The Complaint was served on FirstEnergy on December 30, 2025.

On January 20, 2026, FirstEnergy filed an answer and new matter to the complaint. The Company admits that it issued make-up bills for the billing periods May 17, 2023 through April 24, 2025 based on a billing error. The Respondent avers that it conducted a mixed meter investigation which showed the meter for Mr. Roush’s unit (A) was in the correct meter socket but not associated with the correct unit in the Company’s billing system.

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<sup>1</sup> “Penn Power” refers to FirstEnergy’s Penn Power Rate District. FirstEnergy Answer ¶ 2.

FirstEnergy denies that there are incorrect charges on the account and that the Complainant is not responsible for the make-up bill due to the mixed meter situation; it also denies any reliability, safety or quality problem with service provided. In its new matter, FirstEnergy avers that the Commission's regulations at 52 Pa. Code § 56.14 permit the Company to render a make-up bill for previously unbilled electric service as a result of the billing error. The Company asks for the complaint to be dismissed with prejudice or denied in its entirety.

The answer and new matter were eServed to the Complainant and accompanied by a Notice to Plead.

The Commission's regulations require that a reply to new matter be filed within 20 days of service of the answer. Accordingly, the reply to FirstEnergy's new matter was due on or before February 9, 2026.

On February 9, 2026, Mr. Roush filed a request (motion) for an extension of 15 days to file a reply to the new matter. In support, he contends that care of his aging parents in Ohio has required extensive travel back and forth and, in the last 45 days, consumed a considerable amount of time, energy, and efforts by his family.

On February 19, 2026, notice was issued assigning me as motion judge to rule on issues arising during the preliminary phase of this proceeding.

The deadline for the Company to file an answer is March 2, 2026. I will not delay ruling on the motion, however, given that more than 15 days have already passed since Mr. Roush filed his request. Given the support provided by the Complainant, I find good cause to extend the deadline for filing a reply to the new matter. The motion will be granted in the ordering paragraphs below.

Based on my review of the pleadings, it appears that the issues raised by the Complaint could be narrowed or resolved informally between the parties. The parties are encouraged to communicate with each other in an attempt to resolve their dispute.

THEREFORE,

IT IS ORDERED

1. That Paul G. Roush's request for an extension of time to file a reply to new matter is granted.
2. That Paul G. Roush shall file a Reply to New Matter on or before March 9, 2026.
3. That the parties are encouraged to discuss resolution of this complaint consistent with the Commission's policy encouraging settlements.

Date: February 20, 2026

\_\_\_\_\_/s/  
Erin L. Gannon  
Administrative Law Judge

**F-2025-3059526 - PAUL ROUSH v. FIRSTENERGY PENNSYLVANIA ELECTRIC COMPANY**

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Served via eService February 20, 2026

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