

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Jason K. Overholt	:	
	:	
v.	:	C-2025-3056062
	:	
FirstEnergy Pennsylvania Electric Company	:	

CONTINUANCE ORDER #3

On July 1, 2025, Jason K. Overholt (Mr. Overholt or Complainant) filed a Formal Complaint (Complaint) with the Pennsylvania Public Utility Commission (Commission) against FirstEnergy Pennsylvania Electric Company – Penelec Rate Division (FE PA or Company). The Complaint was served on FE PA on July 2, 2025. Mr. Overholt indicated he was having a reliability, safety or quality problem with his utility service. Specifically, Mr. Overholt complained of ongoing service interruptions. As relief, Mr. Overholt requested that the Commission help speed up the repairs and replacements needed to end the interruptions.

On July 22, 2025, FE PA filed an answer and new matter to the Complaint. FE PA denied there is a reliability or quality problem with Complainant’s electric service. FE PA admitted Complainant’s electric service has experienced momentary interruptions. The Company averred that it continues to study and implement viable circuit improvements to improve the circuit serving Mr. Overholt. In its new matter, the Company asserted that the Public Utility Code does not mandate perfect service, and requested that this matter be referred to the Office of Administrative Law Judge’s Mediation Unit.

On July 25, 2025, Mr. Overholt filed a response to the new matter, requesting that his Complaint be heard at a hearing.

On July 31, 2025, the Commission issued an initial telephonic hearing notice setting a formal call-in telephonic hearing for this matter for Tuesday, October 7, 2025 at 10:00 a.m. and assigned me as the presiding officer. In anticipation of that hearing, I issued a prehearing order on July 31, 2025 setting forth various rules that would govern that proceeding.

On October 2, 2025, I received an e-mail from counsel for FE PA, stating that the parties are having very productive discussions regarding the reliability issues raised in the Complaint and actions are being taken to resolve the issues. Counsel for FE PA further stated that the parties jointly requested that the hearing scheduled for October 7, 2025 be continued to determine if the actions of FE PA have improved the situation, and FE PA will provide a status report on February 1, 2026. By e-mail sent October 2, 2025, I informed the parties that the request for continuance was granted. Also on October 2, 2025, the Commission issued a notice cancelling the October 7, 2025 hearing.

On October 7, 2025, I issued a continuance order and ordered FE PA to provide a status report by February 1, 2026.

On January 30, 2026, FE PA submitted a status report, averring that Complainant has not experienced a sustained outage on their service in the past two years, and the last momentary outage experienced was on October 1, 2025. FE PA also provided an update on work related to improving electric service. The status report states that the parties request that this matter be continued until after July 1, 2026, so that the Complainant can be assured that the actions taken by the Company have improved the reliability of the service provided.

On February 6, 2026, I issued Continuance Order #2, ordering that a further hearing in this proceeding was continued until after July 1, 2026, and FE PA was directed to submit a status report to the undersigned and Complainant by July 1, 2026 detailing what issues are still in dispute and the need for further proceedings.

On March 23, 2026, FE PA submitted a status report, averring that Complainant experienced a sustained outage of March 12, 2026, and that Complainant experienced three new

momentary interruptions since October 1, 2025. FE PA also reported that, scheduled for Fall 2026, the Company has scheduled the installation of a new SCADA controlled Viper recloser in the Honey Grove Substation. The status report states that the parties request that this matter be continued until after July 1, 2026, so that the Complainant can be assured that the actions taken by the Company have improved the reliability of the service provided.

Section 5.483 of the Commission's regulations provides presiding officers with the authority to regulate the course of proceedings. 52 Pa.Code § 5.483(a). Presiding officers are required to conduct fair and impartial hearings and maintain order. 52 Pa.Code § 5.485(a). Requests for continuance of hearings may be made by oral motion in the hearing before the presiding officer. 52 Pa.Code § 1.15(b). Only for good cause shown will requests for continuance be considered. *Id.* The Commission has recognized the Pennsylvania Supreme Court's definition of good cause as "conduct which is reasonable under all the circumstances, thereby justifying the [c]laimant's actions." *Smart Meter Procurement and Installation*, Docket No. M-2009-2092655 (Order entered November 4, 2020); *In re Application of Penn Access Corporation and Digital Direct of Pittsburgh, Inc.*, 1992 Pa. PUC LEXIS 56 (Pa. P.U.C. 1992) (citing *Frumento v. Unemployment Comp. Bd. of Review*, 351 A.2d 631 (Pa. 1976)).

In this case, there is good cause for the request for a continuance to be granted. The status report demonstrates that the parties are working to address the Formal Complaint, and both parties request the continuance. The Commission strongly encourages settlement, which may lead to avoiding unnecessary expenditure of parties' resources. If parties reach a settlement, a certificate of satisfaction may be filed pursuant to 52 Pa. Code §5.24, which will end the Formal Complaint proceeding. However, as is directed below, if no certificate of satisfaction is filed, I will require FE PA to submit a further status report by July 1, 2026.

Additionally, although the request for a continuance was not presented as a written motion, the Commission's regulations are to be liberally construed to secure the just, speedy and inexpensive determination of every action or proceeding and the presiding officer may, at any stage, disregard an error or defect of procedure which does not affect the substantive

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ELECTRIC COMPANY**

JASON K. OVERHOLT
EAST WATERFORD FIRE
4066 PUMPING STATION RD.
EAST WATERFORD PA 17021
215.892.3483

jkoverholt@gmail.com

Served via eService March 26, 2026

MARGARET A. MORRIS ESQUIRE
REGER RIZZO & DARNALL, LLP
CIRA CENTRE 13TH FLOOR
2929 ARCH STREET
PHILADELPHIA PA 19104
215.495.6524

mmorris@regerlaw.com

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(Counsel for FirstEnergy Pennsylvania Electric Company)