

**PENNSYLVANIA PUBLIC UTILITY COMMISSION
HARRISBURG, PENNSYLVANIA 17120**

Charlotte Valeriano

v.

FirstEnergy Pennsylvania Electric Company

Public Meeting of April 30, 2026

3056769-ALJ

Docket No. C-2025-3056769

STATEMENT OF VICE CHAIR KIMBERLY BARROW

The matter before us is an inability to pay Complaint which was dismissed, with prejudice, for failure to appear. The Initial Decision bars the Complainant, Charlotte Valeriano, from filing any further informal or formal complaint relating to the outstanding balance until it is paid in full.

This matter was rather difficult to review. On one hand, the facts include an outstanding balance of \$10,789, four defaulted payment arrangements with the Company, and a defaulted Commission-issued payment arrangement.

On the other hand, we have an individual who emailed counsel ahead of the hearing to advise that she was working and unable to make the hearing, but felt like she already lost the case. Additionally, the record shows that payments ranging from \$350-\$546 were made in April 2025, May 2025, two payments in June 2025, August 2025, September 2025, and October 2025. Ms. Valeriano clearly showed a substantial and good faith effort to attempt to pay down her balance.

Perhaps her work situation has changed, perhaps her poor health has changed, perhaps not enough has changed to merit any further extended payment terms. However, I will never know because we did not reschedule the hearing after being notified that Ms. Valeriano would miss the hearing because she had to work.

April 30, 2026



Kimberly Barrow, Vice Chair