

Commonwealth of Pennsylvania, by Attorney	:	
General KATHLEEN G. KANE, Through the	:	
Bureau of Consumer Protection,	:	
	:	
And	:	Docket No. C-2014-2427657
	:	
TANYA J. McCLOSKEY, Acting Consumer	:	
Advocate,	:	
	:	
Complainants	:	
	:	
v.	:	
	:	
IDT Energy, Inc.,	:	
	:	
Respondent	:	

CONSUMER DIRECT TESTIMONY
 ADMITTED BY STIPULATION

ON BEHALF OF THE OFFICE OF ATTORNEY GENERAL,
 BUREAU OF CONSUMER PROTECTION

AND

THE PENNSYLVANIA OFFICE OF CONSUMER ADVOCATE

VOLUME 4

Commonwealth of Pennsylvania, Office of Attorney General Bureau of Consumer Protection
and Office of Consumer Advocate

v.

IDT Energy, Inc.
C-2014-2427657

Consumer Direct Testimony
Volume 4

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CONSUMER TESTIMONY

Please print clearly in blue or black ink. Please attach additional sheets if necessary.

1. Please state your name and address.

Larry R McConahy Sr.
145 Patterson Rd
Slippery Rock, Pa. 16057

2. What is the name of your electric distribution company?

West Penn Power

3. a. Which electric generation supplier (EGS) did you have a problem with, if any?

IDT

b. Please describe the problem.

Received a bill that was almost 3 times higher than our highest bill we ever had since living at this residence of 8 yrs

4. a. When, if at all, did you sign up with this electric generation supplier? We had it about a year 2013 to 2014, we were assigned a provider via west Penn. We were told that we had to select a provider or one is assigned to you, we got IDT.

b. If you did not sign up, explain the contacts, if any, you had with the sales agents before you were transferred to the EGS. We were contacted via phone conversation and agreed to IDT being our provider, we (I) was under the impression that we would receive the lowest elect. rate avail to consumers. I never was told the service was variable

5. a. Are you still a customer of this electric generation supplier?

No

b. If no, when did you stop service with this electric generation supplier? I believe it was march of this year (14) after we got the bill and I could not reach company (IDT) for explanation. Filed Complaint

6. How did you sign up with the EGS? For example, was it a telemarketing call, a door-to-door marketer, through a website or mailing, or some other method?

was assigned by W.P.P. then received a phone call

7. Please describe the sales contacts that you had with the EGS's representative when you signed up for the service.

I received 1 phone call from them and approx 2 wks later received a contract explaining their service which I glanced over and filed. I did not see the variable description and was not looking for it we would receive the lowest rate that would save us \$\$\$

BCP EGS

BCP-14-060054

8. Did the sales representatives identify themselves as being with the EGS? If so, when?

Yes - Approx Apl - May 2013 Via Phone Conversation

9. If you signed up, what was your understanding of the EGS's price?

I was under the impression that they were able to provide electric at a lower price than anybody else due to their relationship with distributors. Was told we would see a monthly savings on our bills.

10. a. Did you understand how the EGS's price would be set?

No - I thought the price was fixed

b. If yes, please explain your understanding.

11. What was your understanding of how long the EGS would charge that price?

I believed they ~~got~~ got a better price due to volume buying

12. a. Did the EGS salesperson guarantee savings?

Yes

b. If yes, please explain. They told me we would see a monthly savings

13. a. Did you believe that you were required to sign up with the EGS?

No

b. If so, please explain.

I did not know anything about this type of service I thought if you were with Pan Power that was your electric service

14. When, if at all, did you receive a disclosure statement (sometimes called the terms and conditions)?

Approximately 2 weeks after we received a phone call from I.D.T.

15. a. If you received the disclosure statement, did you review it before enrolling with the EGS?

We enrolled after W.P.P. assigned us I.D.T. as a provider, I.D.T. called and said due to Pa Law

BCP EGS W.P.P. was obligated to make less expensive providers available to their customers. We were given to I.D.T. BCP 14-05-005403

b. If yes, what was your understanding of what you would pay for electricity?

Im not sure of price

16. a. Did you sign an enrollment form?

I don't Remember signing any

b. If yes, when and under what circumstances did you do so?

c. Did you ever receive a copy of the signed form?

I Received a Contract type Letter but it was Confusing so not Sure if I signed or Not

17. a. If someone called you to verify that you enrolled with the EGS, please describe the call.

yes, IDT Called to inform me that WPP had assigned us IDT and that they would be able to Save us \$ on our monthly bills.

b. Was the EGS's sales agent present during the call?

Never Seen a Rep.

18. Did you receive a Welcome Letter or other mailings from the EGS? If yes, please explain.

I think this is the Contract type Letter I Received as explained at Question (16c) The Letter Appeared to me to be a Overall Letter explaining their Services and other Plans they had avial to sign up for.

19. Please describe any contacts that you had with EGS agents concerning your problem?

after I Received my bill I TRIED to Contact I.D.T. for 2 weeks and Never, Not onetime did a Call get answered

20. If you were able to contact your EGS, please describe the relief, if any, the EGS offered you.

after I filed the Complaint with your office I was finally able to speak with Rep. they said they were trying to work out problems on an Individual Basis.

21. Please provide any additional important information about your experience, including payment arrangements or termination notices.

I contacted WPP who held my bill until IDT addressed my bill which they did and issued me a \$489. dollar Refund I then forwarded that Payment to W.P.P. who adusted my bill so that I owed Very little on my bill

This information may be used in a legal proceeding currently before the Pennsylvania Public Utility Commission (PUC) brought on behalf of the Pennsylvania Office of Attorney General and the Pennsylvania Office of Consumer Advocate.

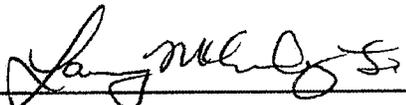
*over
↓*

The law concerning your Provider seems cloudy
WPP says we have to have a provider but
yet I cancelled with IDT and now only use
W.P.P. IT seems that these people are using
this confusion to get customers. Phone only contacts
should not be allowed, because they switch you
and then you get an Enrollment letter, that's
kinda like the cart before the horse. Not to
mention they can say whatever they want, all
providers should have to conform to PUC Rules.

Thos J. McConahy

By submitting this information to our office, you are authorizing us to use your information in such proceedings or share this information to other agencies or entities which may have jurisdiction over this matter.

Additionally, you verify, subject to the penalties of Section 4904 of the Crimes Code, 18 Pa.C.S. §4904, relating to unsworn falsification to authorities, that the facts set forth above are true and correct to the best of your knowledge, information, and belief.

Signature  Date: 9-27-14



CONSUMER TESTIMONY

Please print clearly in blue or black ink. Please attach additional sheets if necessary.

1. Please state your name and address.

BENJAMIN FREED
208 BRIAR HILL DR
CLARION PA 16214

2. What is the name of your electric distribution company?

CURRENTLY - WEST PENN POWER

3. a. Which electric generation supplier (EGS) did you have a problem with, if any?

IDT

b. Please describe the problem.

IN FEB 2014 IDT'S RATES JUMPED FROM \$0.0687 TO \$0.2154
KWH KWH
THERE WAS NO NOTIFICATION OF THIS EXTREME INCREASE.

4. a. When, if at all, did you sign up with this electric generation supplier?

JULY 2013

b. If you did not sign up, explain the contacts, if any, you had with the sales agents before you were transferred to the EGS.

AGREED TO SWITCH BY PHONE CALL ONLY

5. a. Are you still a customer of this electric generation supplier?

NO

b. If no, when did you stop service with this electric generation supplier?

FEB 2014 HOWEVER WE HAD TO STAY WITH IDT FOR 1 MORE BILLING CYCLE BEFORE THEY COULD SWITCH US BACK

6. How did you sign up with the EGS? For example, was it a telemarketing call, a door-to-door marketer, through a website or mailing, or some other method?

telemarketing call
↑

7. Please describe the sales contacts that you had with the EGS's representative when you signed up for the service.

THE SALES REP CALLED REPEATEDLY UNTIL WE FINALLY THOUGHT THAT THE RATES REFLECTED COMPETITION AND THAT WAS A GOOD THING. (IN THE MARKET PLACE)

8. Did the sales representatives identify themselves as being with the EGS? If so, when?

YES, ON EACH PHONE CALL

9. If you signed up, what was your understanding of the EGS's price?

THE PRICE WOULD VARY WITH IDT'S SUPPLIER BUT WOULD BE LESS THAN WHAT WE WERE PAYING

10. a. Did you understand how the EGS's price would be set?

IDT WOULD "SHOP" FOR THE BEST PRICES FOR EACH MONTH.

b. If yes, please explain your understanding.

WE DID NOT KNOW THAT IDT COULD RAISE RATES WITHOUT APPROVAL

11. What was your understanding of how long the EGS would charge that price?

IT WOULD VARY MONTHLY

12. a. Did the EGS salesperson guarantee savings?

HE LEFT THAT IMPRESSION

b. If yes, please explain.

WE UNDERSTOOD THAT OVER THE LONG-TERM THE AVERAGE RATE WOULD BE LOWER. HOW COULD WE KNOW THAT A RATE HIKE OF 300% WOULD BE ALLOWED

13. a. Did you believe that you were required to sign up with the EGS?

NO, THIS WAS OUR CHOICE BELIEVING IN THE FREE MARKET PLACE WITH COMPETITION DRIVING DOWN RATES

ESPECIALLY WHEN OUR FORMER SUPPLIER DID NOT RAISE RATES.

b. If so, please explain.

14. When, if at all, did you receive a disclosure statement (sometimes called the terms and conditions)?

AFTER WE SWITCHED VIA PHONE CALL

15. a. If you received the disclosure statement, did you review it before enrolling with the EGS?

NO !!

b. If yes, what was your understanding of what you would pay for electricity?

16. a. Did you sign an enrollment form?

NO

b. If yes, when and under what circumstances did you do so?

c. Did you ever receive a copy of the signed form?

WE ONLY RECEIVED A FORM LETTER JUNE 2013

17. a. If someone called you to verify that you enrolled with the EGS, please describe the call.

TYPICAL MARKETING CALL - I DON'T THINK WE EVER REALLY SPOKE TO AN IDT PERSON.

b. Was the EGS's sales agent present during the call?

WE ONLY SPOKE TO THE TELEMARKETER

18. Did you receive a Welcome Letter or other mailings from the EGS? If yes, please explain.

YES 6/14/13

19. Please describe any contacts that you had with EGS agents concerning your problem?

VERY FRUSTRATING

* * WE CALLED SEVERAL TIMES, WAITED IN A QUEUE FOR 15-20 MIN THEN WHEN WE GOT AN AGENT TO ASK QUESTIONS WE WERE TRANSFERRED AND

20. If you were able to contact your EGS, please describe the relief, if any, the EGS offered you.

THEY OFFERED NO RELIEF.

DISCONNECTED THIS HAPPENED SEVERAL TIMES

21. Please provide any additional important information about your experience, including payment arrangements or termination notices.

* WE CALLED WEST PENN POWER. THEY ANSWERED ALL OUR QUESTIONS AND SWITCHED US BACK.

This information may be used in a legal proceeding currently before the Pennsylvania Public Utility Commission (PUC) brought on behalf of the Pennsylvania Office of Attorney General and the Pennsylvania Office of Consumer Advocate.

BCP. EGS

* WEST PENN EXPLAINED HOW WEST PENN SETS RATES AND GETS RATE APPROVAL FROM PUC.

BCP-14-05-012786

By submitting this information to our office, you are authorizing us to use your information in such proceedings or share this information to other agencies or entities which may have jurisdiction over this matter.

Additionally, you verify, subject to the penalties of Section 4904 of the Crimes Code, 18 Pa.C.S. §4904, relating to unsworn falsification to authorities, that the facts set forth above are true and correct to the best of your knowledge, information, and belief.

Signature Benjamin M Freed Date: 9/23/14

WE LEARNED A COSTLY LESSON!



CONSUMER TESTIMONY

Please print clearly in blue or black ink. Please attach additional sheets if necessary.

1. Please state your name and address.
Daniel L Stiteler
249 Second Ave.
Heilwood, PA. 15745
2. What is the name of your electric distribution company?
Penelec
3. a. Which electric generation supplier (EGS) did you have a problem with, if any?
IDT
b. Please describe the problem.
They Overcharged their Electricity
4. a. When, if at all, did you sign up with this electric generation supplier?
In January 2014, I think
b. If you did not sign up, explain the contacts, if any, you had with the sales agents before you were transferred to the EGS.
5. a. Are you still a customer of this electric generation supplier?
No
b. If no, when did you stop service with this electric generation supplier?
March, 2014
6. How did you sign up with the EGS? For example, was it a telemarketing call, a door-to-door marketer, through a website or mailing, or some other method?
Telephone call
7. Please describe the sales contacts that you had with the EGS's representative when you signed up for the service.
They told me they could save me money because their rates were lower than penelec

8. Did the sales representatives identify themselves as being with the EGS? If so, when?

yes, at the start of the conversation

9. If you signed up, what was your understanding of the EGS's price?

They said their price was a few cents less per kWh than penelec

10. a. Did you understand how the EGS's price would be set?

No

- b. If yes, please explain your understanding.

11. What was your understanding of how long the EGS would charge that price?

I thought that was their set rate

12. a. Did the EGS salesperson guarantee savings?

Maybe, I don't exactly remember

- b. If yes, please explain.

13. a. Did you believe that you were required to sign up with the EGS?

No

- b. If so, please explain.

I could choose which EGS I wanted, but they told me I could save money with them, so I signed up

14. When, if at all, did you receive a disclosure statement (sometimes called the terms and conditions)?

Probably a couple weeks later

15. a. If you received the disclosure statement, did you review it before enrolling with the EGS?

No - the things they send you, you need an Attorney to figure it all out.

- b. If yes, what was your understanding of what you would pay for electricity?
16. a. Did you sign an enrollment form?
I don't remember signing anything
- b. If yes, when and under what circumstances did you do so?
- c. Did you ever receive a copy of the signed form?
No
17. a. If someone called you to verify that you enrolled with the EGS, please describe the call.
I enrolled over the phone
- b. Was the EGS's sales agent present during the call?
I don't know
18. Did you receive a Welcome Letter or other mailings from the EGS? If yes, please explain.
No
19. Please describe any contacts that you had with EGS agents concerning your problem?
None
20. If you were able to contact your EGS, please describe the relief, if any, the EGS offered you.
I didn't contact them. I called Penelec and told them to switch me back to penelec
21. Please provide any additional important information about your experience, including payment arrangements or termination notices.
IDT did send me a rebate check for each of my two accounts a couple months ago. Maybe July 2014

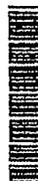
This information may be used in a legal proceeding currently before the Pennsylvania Public Utility Commission (PUC) brought on behalf of the Pennsylvania Office of Attorney General and the Pennsylvania Office of Consumer Advocates.

Dan Stiteler

By submitting this information to our office, you are authorizing us to use your information in such proceedings or share this information to other agencies or entities which may have jurisdiction over this matter.

Additionally, you verify, subject to the penalties of Section 4904 of the Crimes Code, 18 Pa.C.S. §4904, relating to unsworn falsification to authorities, that the facts set forth above are true and correct to the best of your knowledge, information, and belief.

Signature Daniel J. Stiteler Date: 9-24-2014



CONSUMER TESTIMONY

Please print clearly in blue or black ink. Please attach additional sheets if necessary.

1. Please state your name and address.

Paul Benson
175 Hilltop Ln
McVeytown Pa 17051

2. What is the name of your electric distribution company?

First Energy Solutions Corp.

3. a. Which electric generation supplier (EGS) did you have a problem with, if any?

IDT Energy

b. Please describe the problem.

I had different Amount of moneys being charged to me for the same thing (KWA.)

4. a. When, if at all, did you sign up with this electric generation supplier?

I signed up when I got a call telling me I would have low wattage. I did for awhile then went to higher + different cost each month.

b. If you did not sign up, explain the contacts, if any, you had with the sales agents before you were transferred to the EGS.

Fall 2013 - 2014

5. a. Are you still a customer of this electric generation supplier?

NO!

b. If no, when did you stop service with this electric generation supplier?

MARCH 2014

6. How did you sign up with the EGS? For example, was it a telemarketing call, a door-to-door marketer, through a website or mailing, or some other method?

Telemarketer

7. Please describe the sales contacts that you had with the EGS's representative when you signed up for the service.

Very Convincing that I was going to have a decent wattage.

8. Did the sales representatives identify themselves as being with the EGS? If so, when?

NO!

9. If you signed up, what was your understanding of the EGS's price?

6¢ to 8¢ KWH

10. a. Did you understand how the EGS's price would be set?

yes!

b. If yes, please explain your understanding.

Well thought it was going to be a good price! It was for awhile than went up + up. 13¢, 14¢, 15¢ way to high Electric Bill.

11. What was your understanding of how long the EGS would charge that price?

All the Time.

12. a. Did the EGS salesperson guarantee savings?

yes!

b. If yes, please explain.

Would be low electric Bills Even when we ran heaters would be low.

13. a. Did you believe that you were required to sign up with the EGS?

yes!

b. If so, please explain.

Because they told me I had to

14. When, if at all, did you receive a disclosure statement (sometimes called the terms and conditions)?

Didn't receive a disclosure

15. a. If you received the disclosure statement, did you review it before enrolling with the EGS?



- b. If yes, what was your understanding of what you would pay for electricity?
16. a. Did you sign an enrollment form? *no!*
- b. If yes, when and under what circumstances did you do so?
- c. Did you ever receive a copy of the signed form?
no
17. a. If someone called you to verify that you enrolled with the EGS, please describe the call.
Polite
- b. Was the EGS's sales agent present during the call?
18. Did you receive a Welcome Letter or other mailings from the EGS? If yes, please explain.
19. Please describe any contacts that you had with EGS agents concerning your problem?
I called + complained. Nothing happened.
20. If you were able to contact your EGS, please describe the relief, if any, the EGS offered you.
Sent us \$ 150.00 Not all that we paid tho
21. Please provide any additional important information about your experience, including payment arrangements or termination notices.

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Paul Benson

By submitting this information to our office, you are authorizing us to use your information in such proceedings or share this information to other agencies or entities which may have jurisdiction over this matter.

Additionally, you verify, subject to the penalties of Section 4904 of the Crimes Code, 18 Pa.C.S. §4904, relating to unsworn falsification to authorities, that the facts set forth above are true and correct to the best of your knowledge, information, and belief.

Signature Paul A. Benson Date: 9-19-14



CONSUMER TESTIMONY

Please print clearly in blue or black ink. Please attach additional sheets if necessary.

1. Please state your name and address.
RENO BROCHETTI
130 ELBROOK DR.
NATRONA HqTS. Pa. 15065
2. What is the name of your electric distribution company?
WEST PENN POWER
3. a. Which electric generation supplier (EGS) did you have a problem with, if any?
IDT ENERGY
b. Please describe the problem.
TOLD ME DIFFERENT RATES.
4. a. When, if at all, did you sign up with this electric generation supplier?
NOV OR DEC OF 2013?
b. If you did not sign up, explain the contacts, if any, you had with the sales agents before you were transferred to the EGS.
5. a. Are you still a customer of this electric generation supplier?
NO.
b. If no, when did you stop service with this electric generation supplier?
AROUND APRIL OF THIS YR. (14)
6. How did you sign up with the EGS? For example, was it a telemarketing call, a door-to-door marketer, through a website or mailing, or some other method?
TELEMARKETING CALL
WHAT IS E.G.S.??
7. Please describe the sales contacts that you had with the EGS's representative when you signed up for the service.
THAT MY RATE WOULD BE LOWER THAN
W.PENN.



8. Did the sales representatives identify themselves as being with the EGS? If so, when?

9. If you signed up, what was your understanding of the EGS's price?

NO + YES

10. a. Did you understand how the EGS's price would be set?

NO

b. If yes, please explain your understanding.

11. What was your understanding of how long the EGS would charge that price?

DID NOT SAY

12. a. Did the EGS salesperson guarantee savings?

YES

b. If yes, please explain.

THEY WOULD BE LOWER THAN W. PENN &
SAVE MONEY

13. a. Did you believe that you were required to sign up with the EGS?

DON'T KNOW TOO MANY CALLERS ABOUT THIS

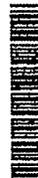
b. If so, please explain.

14. When, if at all, did you receive a disclosure statement (sometimes called the terms and conditions)?

NEVER

15. a. If you received the disclosure statement, did you review it before enrolling with the EGS?

DON'T RECALL ANY



- b. If yes, what was your understanding of what you would pay for electricity?

- 16. a. Did you sign an enrollment form?
DON'T RECALL ANY
- b. If yes, when and under what circumstances did you do so?

- c. Did you ever receive a copy of the signed form?
DON'T THINK SO

- 17. a. If someone called you to verify that you enrolled with the EGS, please describe the call.
CAN'T REMEMBER ANYONE
- b. Was the EGS's sales agent present during the call?
DON'T RECALL ANYONE

- 18. Did you receive a Welcome Letter or other mailings from the EGS? If yes, please explain.

- 19. Please describe any contacts that you had with EGS agents concerning your problem?

- 20. If you were able to contact your EGS, please describe the relief, if any, the EGS offered you.

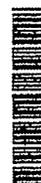
- 21. Please provide any additional important information about your experience, including payment arrangements or termination notices. DID NOT GET ANYONE TO ANSWER THEIR PHONES FOR 2 WKS. AFTER THAT I CALL PUC WITH MY COMPLAINT DID NOT RECEIVE ANY DISCOUNT THAT THEY WOULD SAVE ME.

This information may be used in a legal proceeding currently before the Pennsylvania Public Utility Commission (PUC) brought on behalf of the Pennsylvania Office of Attorney General and the Pennsylvania Office of Consumer Advocate.

By submitting this information to our office, you are authorizing us to use your information in such proceedings or share this information to other agencies or entities which may have jurisdiction over this matter.

Additionally, you verify, subject to the penalties of Section 4904 of the Crimes Code, 18 Pa.C.S. §4904, relating to unsworn falsification to authorities, that the facts set forth above are true and correct to the best of your knowledge, information, and belief.

Signature Reno J. Brochetti Date: 9-22-14



CONSUMER TESTIMONY

Please print clearly in blue or black ink. Please attach additional sheets if necessary.

1. Please state your name and address.

Adam Fink, 25 Veterans lane Trout Run, PA 17771

2. What is the name of your electric distribution company?

Penelec

3. a. Which electric generation supplier (EGS) did you have a problem with, if any?

IDT Energy, Inc.

b. Please describe the problem.

I signed up with the promise that IDT was a competitive company for low prices (kwh); Then realized they raised my kwh 3 times as much as any other providers, went from \$550 which was very high to over \$1,000

4. a. When, if at all, did you sign up with this electric generation supplier?

April of 2013

b. If you did not sign up, explain the contacts, if any, you had with the sales agents before you were transferred to the EGS.

5. a. Are you still a customer of this electric generation supplier?

no

b. If no, when did you stop service with this electric generation supplier?

April of 2014

6. How did you sign up with the EGS? For example, was it a telemarketing call, a door-to-door marketer, through a website or mailing, or some other method?

telemarketing call

7. Please describe the sales contacts that you had with the EGS's representative when you signed up for the service.

they talked very fast and promised me savings on my electric bill,



8. Did the sales representatives identify themselves as being with the EGS? If so, when?

I don't remember

9. If you signed up, what was your understanding of the EGS's price?

Competitively low guaranteed

10. a. Did you understand how the EGS's price would be set?

no

b. If yes, please explain your understanding.

11. What was your understanding of how long the EGS would charge that price?

12. a. Did the EGS salesperson guarantee savings?

yes

b. If yes, please explain.

they continued to compare their prices to others,

13. a. Did you believe that you were required to sign up with the EGS?

yes

b. If so, please explain.

I received a letter from fenwick telling me to choose a supplier

14. When, if at all, did you receive a disclosure statement (sometimes called the terms and conditions)?

no

15. a. If you received the disclosure statement, did you review it before enrolling with the EGS?



b. If yes, what was your understanding of what you would pay for electricity?

16. a. Did you sign an enrollment form?

NO

b. If yes, when and under what circumstances did you do so?

c. Did you ever receive a copy of the signed form?

17. a. If someone called you to verify that you enrolled with the EGS, please describe the call.

b. Was the EGS's sales agent present during the call?

18. Did you receive a Welcome Letter or other mailings from the EGS? If yes, please explain.

19. Please describe any contacts that you had with EGS agents concerning your problem?

didn't catch + get through I gave up after a week of calling

20. If you were able to contact your EGS, please describe the relief, if any, the EGS offered you.

21. Please provide any additional important information about your experience, including payment arrangements or termination notices.

I paid all high bills in full and perela swindled me immediately, I feel as if they price gouged and took advantage of it being around tax return time

CONSUMER TESTIMONY

Please print clearly in blue or black ink. Please attach additional sheets if necessary.

1. Please state your name and address.
NICHOLAS MUNCIE 333 SAWHILL RD
CLAYSVILLE PA 15323
2. What is the name of your electric distribution company?
WPP
3. a. Which electric generation supplier (EGS) did you have a problem with, if any?
IDT ENERGY
b. Please describe the problem.
CHARGED THREE TIMES THE RATE
4. a. When, if at all, did you sign up with this electric generation supplier?
NOV. 2013
b. If you did not sign up, explain the contacts, if any, you had with the sales agents before you were transferred to the EGS.
5. a. Are you still a customer of this electric generation supplier?
NO
b. If no, when did you stop service with this electric generation supplier?
MARCH 2014
6. How did you sign up with the EGS? For example, was it a telemarketing call, a door-to-door marketer, through a website or mailing, or some other method?
TELEMARKETING
7. Please describe the sales contacts that you had with the EGS's representative when you signed up for the service.
SEARCH FOR CHEAPEST RATE



8. Did the sales representatives identify themselves as being with the EGS? If so, when?

YES- NOV. 2013

9. If you signed up, what was your understanding of the EGS's price?

THEY SAID WOULD SEARCH FOR CHEAPEST RATE. BUT DIDNT SAY IT COULD BE THREE TIMES MORE

10. a. Did you understand how the EGS's price would be set?

NOT CLEAR

b. If yes, please explain your understanding.

11. What was your understanding of how long the EGS would charge that price?

AS OFTEN AS POSSIBLE

12. a. Did the EGS salesperson guarantee savings?

YES

b. If yes, please explain.

WE WOULD SAVE MONEY EVERY MONTH

13. a. Did you believe that you were required to sign up with the EGS?

YES

b. If so, please explain.

WE HAD TO HAVE A SECONDARY ELE COMPANY

14. When, if at all, did you receive a disclosure statement (sometimes called the terms and conditions)?

NONE

15. a. If you received the disclosure statement, did you review it before enrolling with the EGS?



- b. If yes, what was your understanding of what you would pay for electricity?
16. a. Did you sign an enrollment form?
NO
- b. If yes, when and under what circumstances did you do so?
- c. Did you ever receive a copy of the signed form?
NO
17. a. If someone called you to verify that you enrolled with the EGS, please describe the call.
DONT REMEMBER
- b. Was the EGS's sales agent present during the call?
NO
18. Did you receive a Welcome Letter or other mailings from the EGS? If yes, please explain.
DONT THINK SO
19. Please describe any contacts that you had with EGS agents concerning your problem?
THEY SAID THEY WERE FORCED TO CHARGE THAT RATE
20. If you were able to contact your EGS, please describe the relief, if any, the EGS offered you.
NONE
21. Please provide any additional important information about your experience, including payment arrangements or termination notices.
HAD TO CALL W.P.P. TO MAKE ARRANGMENTS BECAUSE THEY COULD NOT HELP US

This information may be used in a legal proceeding currently before the Pennsylvania Public Utility Commission (PUC) brought on behalf of the Pennsylvania Office of Attorney General and the Pennsylvania Office of Consumer Advocate.

Nicholas Muncie

By submitting this information to our office, you are authorizing us to use your information in such proceedings or share this information to other agencies or entities which may have jurisdiction over this matter.

Additionally, you verify, subject to the penalties of Section 4904 of the Crimes Code, 18 Pa.C.S. §4904, relating to unsworn falsification to authorities, that the facts set forth above are true and correct to the best of your knowledge, information, and belief.

Signature Nicholas Muncie Date: 9/22/14



CONSUMER TESTIMONY

Please print clearly in blue or black ink. Please attach additional sheets if necessary.

1. Please state your name and address.

Rebecca Sheetz
PO Box 424, 284 Walnut St.
Reedsville, PA 17084

2. What is the name of your electric distribution company?

Penelec, First Energy

3. a. Which electric generation supplier (EGS) did you have a problem with, if any?

IOT Energy

b. Please describe the problem.

The charged me way above what Penelec's rate was per kWh and my bill was 4x what it would have been w/ Penelec.

4. a. When, if at all, did you sign up with this electric generation supplier?

They called me in 2013.

b. If you did not sign up, explain the contacts, if any, you had with the sales agents before you were transferred to the EGS.

They (IOT) called me + made their service sound too good to be true, and very low rates. What a joke.

5. a. Are you still a customer of this electric generation supplier?

NO!

b. If no, when did you stop service with this electric generation supplier?

Around May 2014.

6. How did you sign up with the EGS? For example, was it a telemarketing call, a door-to-door marketer, through a website or mailing, or some other method?

Telemarketing Call

7. Please describe the sales contacts that you had with the EGS's representative when you signed up for the service.

They undercut Penelec to where my bill was almost 3/4 of what I was paying Penelec, but that changed in a hurry.

BCP EGS

BCP-14-05-017645

8. Did the sales representatives identify themselves as being with the EGS? If so, when?

No, not that I recall.

9. If you signed up, what was your understanding of the EGS's price?

They did not explain it to me to the point that I fully understood so I had them talk to

10. a. Did you understand how the EGS's price would be set? my husband as well.

b. If yes, please explain your understanding. No not at all. They were vague but assured me + my husband both they were cheaper route to go.

11. What was your understanding of how long the EGS would charge that price?

I thought my bill would be cheaper than Penelec from here on out.

12. a. Did the EGS salesperson guarantee savings?

Yes,

b. If yes, please explain.

He said my bill would reflect a lower bill amount.

13. a. Did you believe that you were required to sign up with the EGS?

No,

b. If so, please explain.

14. When, if at all, did you receive a disclosure statement (sometimes called the terms and conditions)?

I do not recall receiving it at all.

15. a. If you received the disclosure statement, did you review it before enrolling with the EGS?

No.

b. If yes, what was your understanding of what you would pay for electricity?

N/A

16. a. Did you sign an enrollment form?

NO, not that I recall.

b. If yes, when and under what circumstances did you do so?

c. Did you ever receive a copy of the signed form?

NO

17. a. If someone called you to verify that you enrolled with the EGS, please describe the call.

b. Was the EGS's sales agent present during the call?

18. Did you receive a Welcome Letter or other mailings from the EGS? If yes, please explain.

yes and that's all that it was. Just welcoming us to IPT. That's it.

19. Please describe any contacts that you had with EGS agents concerning your problem?

Their number would never connect to a live person, after going through the prompts it would hang up on me.

20. If you were able to contact your EGS, please describe the relief, if any, the EGS offered you.

21. Please provide any additional important information about your experience, including payment arrangements or termination notices.

My electric was almost shut off but I set up payment arrangements (320.00 per month) which I really cannot afford until IOT

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changes are pd. off.

Rebecca Sheetz

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Additionally, you verify, subject to the penalties of Section 4904 of the Crimes Code, 18 Pa.C.S. §4904, relating to unsworn falsification to authorities, that the facts set forth above are true and correct to the best of your knowledge, information, and belief.

Signature Rebecca S. Sheetz Date: 9/26/14



CONSUMER TESTIMONY

Please print clearly in blue or black ink. Please attach additional sheets if necessary.

1. Please state your name and address.

DANIEL F. GIBSON
124 GRANDVIEW DR
DARLINGTON, PA. 16115

2. What is the name of your electric distribution company?

PENN POWER

3. a. Which electric generation supplier (EGS) did you have a problem with, if any?

IDT

b. Please describe the problem.

EXTREME OVER BILLING

4. a. When, if at all, did you sign up with this electric generation supplier?

NOT SURE

b. If you did not sign up, explain the contacts, if any, you had with the sales agents before you were transferred to the EGS.

5. a. Are you still a customer of this electric generation supplier?

NO

b. If no, when did you stop service with this electric generation supplier?

AS SOON AS I RECEIVED THE HIGH BILLING STATE.

6. How did you sign up with the EGS? For example, was it a telemarketing call, a door-to-door marketer, through a website or mailing, or some other method?

7. Please describe the sales contacts that you had with the EGS's representative when you signed up for the service.

THEY GUARANTEED TO LOWER MY BILL BY SWITCHING TO THEM. AFTER A FEW MONTHS I DIDN'T SEE ANY DECREASE IN MY CHARGES SO I CALLED IDT TO DROP THEM. THEY TOLD ME IT TAKES TIME TO SEE THE DIFFERENCE AND TO GIVE IT MORE TIME SO I DID.

BCP EGS

BCP-14-06-001377



8. Did the sales representatives identify themselves as being with the EGS? If so, when?

N/A

9. If you signed up, what was your understanding of the EGS's price?

IT WOULD BE LOWER THAN PENN POWER

10. a. Did you understand how the EGS's price would be set? NO

THEY NEVER SAID THAT IT WOULD ~~GO~~ GO UP AND DOWN

b. If yes, please explain your understanding.

11. What was your understanding of how long the EGS would charge that price?

12. a. Did the EGS salesperson guarantee savings?

YES

b. If yes, please explain.

MY REASON FOR CALLING THEM WAS TO SAVE AND THE TOLD ME I WOULD.

13. a. Did you believe that you were required to sign up with the EGS?

NO

b. If so, please explain.

N/A

14. When, if at all, did you receive a disclosure statement (sometimes called the terms and conditions)?

DONT REMEMBER

15. a. If you received the disclosure statement, did you review it before enrolling with the EGS?

CALLED TO ENROLL OVER PHONE.



b. If yes, what was your understanding of what you would pay for electricity?

N/A

16. a. Did you sign an enrollment form?

I CALLED AND THEY SWITCHED ME OVER THE PHONE

b. If yes, when and under what circumstances did you do so?

N/A

c. Did you ever receive a copy of the signed form?

N/A

17. a. If someone called you to verify that you enrolled with the EGS, please describe the call.

~~PERSON CALLED~~
THEY DIDNT CALL

b. Was the EGS's sales agent present during the call?

N/A

18. Did you receive a Welcome Letter or other mailings from the EGS? If yes, please explain.

I THINK I DID BUT DONT REMEMBER THE DETAILS.

19. Please describe any contacts that you had with EGS agents concerning your problem?

WHEN I CALLED I WAS EXTREMELY UPSET. MY BILL WAS OVER \$800.00 FOR 1 MONTH. THE REP. WAS RUDE. BASICLY SAID THAT WE HAD TO PAY IT. SAID THAT CHARGES WERE HIGHER DUE TO EXTREME COLD WEATHER AND THAT IDT WAS NOT PREPARED AND HAD TO CHARGE MORE.

20. If you were able to contact your EGS, please describe the relief, if any, the EGS offered you.

NONE AT ALL. I ASKED FOR A SUPERVISOR AND THEY TOLD ME ONE WAS NOT AVAILABLE.

21. Please provide any additional important information about your experience, including payment arrangements or termination notices.

I MADE PAY. ARRANGEMENTS WITH PENN POWER AFTER DUMPING IDT. PENN POWER REPS. WERE VERY PROFESSIONAL AND UNDERSTANDING.

This information may be used in a legal proceeding currently before the Pennsylvania Public Utility Commission (PUC) brought on behalf of the Pennsylvania Office of Attorney General and the Pennsylvania Office of Consumer Advocate.



Daniel Gibson

By submitting this information to our office, you are authorizing us to use your information in such proceedings or share this information to other agencies or entities which may have jurisdiction over this matter.

Additionally, you verify, subject to the penalties of Section 4904 of the Crimes Code, 18 Pa.C.S. §4904, relating to unsworn falsification to authorities, that the facts set forth above are true and correct to the best of your knowledge, information, and belief.

Signature  Date: 10-3-11

5



CONSUMER TESTIMONY

Please print clearly in blue or black ink. Please attach additional sheets if necessary.

1. Please state your name and address.
*JACQUELINE GRAFF
8624 GRUBB RD.
MC KEAN, PA 16426*
2. What is the name of your electric distribution company?
PENELEC
3. a. Which electric generation supplier (EGS) did you have a problem with, if any?
IDT
b. Please describe the problem.
THEY WERE OVER-CHARGING MONTHLY.
4. a. When, if at all, did you sign up with this electric generation supplier?
CAN'T REMEMBER - WHEN PENELEC SENT OUT NOTIFICATION REQUESTING TO PICK A SERVICE PROVIDER - BEFORE 2011
b. If you did not sign up, explain the contacts, if any, you had with the sales agents before you were transferred to the EGS.
I DIDN'T RECEIVE A CONTRACT. IT WAS A PHONE CALL ONLY.
5. a. Are you still a customer of this electric generation supplier?
NO
b. If no, when did you stop service with this electric generation supplier?
*MARCH ~~OR APRIL~~ 2014. LAST BILLING WAS MAY 2014
I RECEIVED A BILL FOR \$ 176.87*
6. How did you sign up with the EGS? For example, was it a telemarketing call, a door-to-door marketer, through a website or mailing, or some other method?
TELEMARKETING CALL
7. Please describe the sales contacts that you had with the EGS's representative when you signed up for the service.
THEY PROMISED A LOW RATE FOR A CERTAIN AMOUNT OF TIME.

8. Did the sales representatives identify themselves as being with the EGS? If so, when?
YES, SHE IDENTIFIED HERSELF IMMEDIATELY.
9. If you signed up, what was your understanding of the EGS's price? *FIXED PRICE FOR THE FIRST SO MANY MONTHS.*
10. a. Did you understand how the EGS's price would be set? *I THOUGHT IT WOULD BE THE SAME AS PENELEC. - NO I DIDN'T KNOW THAT WAS NOT COMMUNICATED TO ME.*
b. If yes, please explain your understanding.
11. What was your understanding of how long the EGS would charge that price? *NOT SURE MAYBE FIRST 3 MONTHS OR 6 - CAN'T REMEMBER.*
12. a. Did the EGS salesperson guarantee savings? *FOR THE FIRST SO MANY MONTHS - NO MENTION AFTER THAT.*
b. If yes, please explain.
13. a. Did you believe that you were required to sign up with the EGS? *YES PER THE INFORMATION FROM PENELEC.*
b. If so, please explain.
LETTERS FROM PENELEC TELLING YOU TO PICK A PROVIDER.
14. When, if at all, did you receive a disclosure statement (sometimes called the terms and conditions)?
I DIDN'T RECEIVE ONE
15. a. If you received the disclosure statement, did you review it before enrolling with the EGS?

- b. If yes, what was your understanding of what you would pay for electricity?

- 16. a. Did you sign an enrollment form? *NO*

- b. If yes, when and under what circumstances did you do so?

- c. Did you ever receive a copy of the signed form?

- 17. a. If someone called you to verify that you enrolled with the EGS, please describe the call.
NO NO ONE CALLED THAT I REMEMBER.

- b. Was the EGS's sales agent present during the call?

18. Did you receive a Welcome Letter or other mailings from the EGS? If yes, please explain. *NO*

19. Please describe any contacts that you had with EGS agents concerning your problem? *I CALLED AND CANCELLED MY SERVICE. THEY NEVER CANCELLED. I RECEIVED ANOTHER BILL. I CALLED BACK AND THEY GAVE ME A CANCELLATION NUMBER. THEN IT TOOK ANOTHER BILLING PERIOD.*

20. If you were able to contact your EGS, please describe the relief, if any, the EGS offered you.
THEY MAILED ME A CHECK FOR \$70.00 BECAUSE I COMPLAINED ABOUT THE \$176.87 MARCH BILL. I COMPARED TO MY NEIGHBOR'S BILL WHICH WAS \$57.00 THAT MONTH.

21. Please provide any additional important information about your experience, including payment arrangements or termination notices.
IDT CHARGED NON-UTILITY GENERATION CHARGES AND AN OVERTHE TOP COST FOR PRICE COMPARE DEFAULT SERVICE. RANGING FROM UP TO \$69.53/MONTH. THIS IS ON TOP OF ALL OTHER CHARGES. EVERY BILL WAS WELL OVER \$100 WHEN THE AVERAGE

This information may be used in a legal proceeding currently before the Pennsylvania Public Utility Commission (PUC) brought on behalf of the Pennsylvania Office of Attorney General and the Pennsylvania Office of Consumer Advocate. *APPROX 900*

THERE ARE ONLY KWH OR BELOW. MY HUSBAND & I AND WE WORK ALL DAY.
BCP-14-05-013246
OVER

I didn't even realize who my Biller was it was so vague on the bill until someone at work helped me with it. Some of the older bills didn't even have IOT's name on them.

Jacqueline Graff

IOT charged a Peneloa consumption charge for example on July 18, 2012 bill \$50.38 & IOT charge \$57.49 = \$ 107.87 for the month.

CONSUMER TESTIMONY

Please print clearly in blue or black ink. Please attach additional sheets if necessary.

1. Please state your name and address.

Edward Manning
684 Church Rd Riegeloville, PA 18077

2. What is the name of your electric distribution company?

Met-Ed

3. a. Which electric generation supplier (EGS) did you have a problem with, if any?

IDT Energy

b. Please describe the problem.

My variable rate went up 300% in
one month.

4. a. When, if at all, did you sign up with this electric generation supplier?

Sometime in 2012

b. If you did not sign up, explain the contacts, if any, you had with the sales agents before you were transferred to the EGS.

5. a. Are you still a customer of this electric generation supplier?

Absolutely not

b. If no, when did you stop service with this electric generation supplier?

In March of 2014, After they tripled
my rate in January of 2014.

6. How did you sign up with the EGS? For example, was it a telemarketing call, a door-to-door marketer, through a website or mailing, or some other method?

Telemarketing call

7. Please describe the sales contacts that you had with the EGS's representative when you signed up for the service.

Very personable. No mention of variable rates.
Just that I would see 15% on first bill.

8. Did the sales representatives identify themselves as being with the EGS? If so, when?

I don't remember.

9. If you signed up, what was your understanding of the EGS's price?

Save 15% up front,
No mention of variable rate.

10. a. Did you understand how the EGS's price would be set?

I believed it would be much
the same as my original provider, Met-Ed.

b. If yes, please explain your understanding.

A set rate.

11. What was your understanding of how long the EGS would charge that price?

Forever.

12. a. Did the EGS salesperson guarantee savings?

Yes, up front.

b. If yes, please explain.

First bill I believe they said
I would save.

13. a. Did you believe that you were required to sign up with the EGS?

I actually had no idea. So yes.

b. If so, please explain.

I felt as if it was something
they knew more about. There was little information exchanged.

14. When, if at all, did you receive a disclosure statement (sometimes called the terms and conditions)?

I'm not sure I ever did.

15. a. If you received the disclosure statement, did you review it before enrolling with the EGS?

No.

- b. If yes, what was your understanding of what you would pay for electricity?
16. a. Did you sign an enrollment form?
No
- b. If yes, when and under what circumstances did you do so?
- c. Did you ever receive a copy of the signed form?
17. a. If someone called you to verify that you enrolled with the EGS, please describe the call.
I'm not sure.
- b. Was the EGS's sales agent present during the call?
18. Did you receive a Welcome Letter or other mailings from the EGS? If yes, please explain.
No.
19. Please describe any contacts that you had with EGS agents concerning your problem?
They were definitely being put under a lot of phone calls, so they were trying to explain why the rate shot up.
20. If you were able to contact your EGS, please describe the relief, if any, the EGS offered you.
I felt for him because he isn't making great money, but he did try his best. I just gave him the benefit of the doubt. Still felt deceived.
21. Please provide any additional important information about your experience, including payment arrangements or termination notices.
I immediately terminated my service after the rate hike. So I want nothing to do with "variable" rate companies.

This information may be used in a legal proceeding currently before the Pennsylvania Public Utility Commission (PUC) brought on behalf of the Pennsylvania Office of Attorney General and the Pennsylvania Office of Consumer Advocate.

Edward Manning

By submitting this information to our office, you are authorizing us to use your information in such proceedings or share this information to other agencies or entities which may have jurisdiction over this matter.

Additionally, you verify, subject to the penalties of Section 4904 of the Crimes Code, 18 Pa.C.S. §4904, relating to unsworn falsification to authorities, that the facts set forth above are true and correct to the best of your knowledge, information, and belief.

Signature  Date: Sept 14, 2014



CONSUMER TESTIMONY

Please print clearly in blue or black ink. Please attach additional sheets if necessary.

1. Please state your name and address.

Noreen Ramsey.
62 Lebanon Valley Ct. Lebanon PA. 17046.

2. What is the name of your electric distribution company?

Met Ed.

3. a. Which electric generation supplier (EGS) did you have a problem with, if any?

IDT

b. Please describe the problem.

They tripled my rate from one month to next without warning after years of steady rate.

4. a. When, if at all, did you sign up with this electric generation supplier?

About 3 yrs Aag.

b. If you did not sign up, explain the contacts, if any, you had with the sales agents before you were transferred to the EGS.

5. a. Are you still a customer of this electric generation supplier?

NO

b. If no, when did you stop service with this electric generation supplier?

After the Incident.

6. How did you sign up with the EGS? For example, was it a telemarketing call, a door-to-door marketer, through a website or mailing, or some other method?

Door-to-Door.

7. Please describe the sales contacts that you had with the EGS's representative when you signed up for the service.

was told that this would greatly decrease my energy cost and that my rates would always remain "right around" the same at sign up!

BCP EGS

BCP-14-05-009012



8. Did the sales representatives identify themselves as being with the EGS? If so, when?

YES. At time of Sign Up.

9. If you signed up, what was your understanding of the EGS's price?

That it would likely stay right around that same price

10. a. Did you understand how the EGS's price would be set?

Yes.

b. If yes, please explain your understanding.

I was told it would most likely remain around the same rate or I would be notified of any changes.

11. What was your understanding of how long the EGS would charge that price?

would Always stay around that price

12. a. Did the EGS salesperson guarantee savings?

YES.

b. If yes, please explain.

Told me this would definitely save me money on my energy bill.

13. a. Did you believe that you were required to sign up with the EGS?

NO.

b. If so, please explain.

14. When, if at all, did you receive a disclosure statement (sometimes called the terms and conditions)?

Can't remember for sure, maybe at time of sign up.

15. a. If you received the disclosure statement, did you review it before enrolling with the EGS?

don't remember

- b. If yes, what was your understanding of what you would pay for electricity?
0.009 per kw. through the supplies.
16. a. Did you sign an enrollment form?
Yes.
- b. If yes, when and under what circumstances did you do so?
At sign up.
- c. Did you ever receive a copy of the signed form?
Can't remember.
17. a. If someone called you to verify that you enrolled with the EGS, please describe the call.
- b. Was the EGS's sales agent present during the call?
18. Did you receive a Welcome Letter or other mailings from the EGS? If yes, please explain.
Yes Some Savings Flyers.
19. Please describe any contacts that you had with EGS agents concerning your problem?
Was unable to reach them concerning the problem.
20. If you were able to contact your EGS, please describe the relief, if any, the EGS offered you.
After I cancelled my service and filled a formal consumer complaint, they contacted me and offered me a 300 refund.
21. Please provide any additional important information about your experience, including payment arrangements or termination notices. I accepted but was still upset.
I did receive termination notices, had to apply for assistance and MetEd was nice enough, considering the circumstances to give me a 3mo grace period to catch up.

This information may be used in a legal proceeding currently before the Pennsylvania Public Utility Commission (PUC) brought on behalf of the Pennsylvania Office of Attorney General and the Pennsylvania Office of Consumer Advocate. on my bill.

Noreen Ramsey

By submitting this information to our office, you are authorizing us to use your information in such proceedings or share this information to other agencies or entities which may have jurisdiction over this matter.

Additionally, you verify, subject to the penalties of Section 4904 of the Crimes Code, 18 Pa.C.S. §4904, relating to unsworn falsification to authorities, that the facts set forth above are true and correct to the best of your knowledge, information, and belief.

Signature Noreen Ramsey Date: 9.25.14.



CONSUMER TESTIMONY

Please print clearly in blue or black ink. Please attach additional sheets if necessary.

1. Please state your name and address.
Jody Lynn Shaffer
640 Mickey Inn Rd # 44
Chba, PA 17202
2. What is the name of your electric distribution company?
West Penn Power
3. a. Which electric generation supplier (EGS) did you have a problem with, if any?
EDT energy
b. Please describe the problem.
They raised the rate of our electricity immensely
Raised it from around .6¢ to around .23¢
4. a. When, if at all, did you sign up with this electric generation supplier?
b. If you did not sign up, explain the contacts, if any, you had with the sales agents before you were transferred to the EGS. I received a phone call offering a lower rate than West Penn. I was also told it would stay below their rate.
5. a. Are you still a customer of this electric generation supplier?
No
b. If no, when did you stop service with this electric generation supplier?
March of 2014
6. How did you sign up with the EGS? For example, was it a telemarketing call, a door-to-door marketer, through a website or mailing, or some other method?
telemarketing call
7. Please describe the sales contacts that you had with the EGS's representative when you signed up for the service.
a phone call

8. Did the sales representatives identify themselves as being with the EGS? If so, when?

Yes. In the beginning of the conversation

9. If you signed up, what was your understanding of the EGS's price?

That their price was lower than the current price of West Penn

10. a. Did you understand how the EGS's price would be set?

Yes

b. If yes, please explain your understanding.

It would stay lower than West Penn

11. What was your understanding of how long the EGS would charge that price?

No time period was given

12. a. Did the EGS salesperson guarantee savings?

Yes

b. If yes, please explain.

They told me I would save money by switching to their carrier. Since they were cheaper than West Penn.

13. a. Did you believe that you were required to sign up with the EGS?

No

b. If so, please explain.

14. When, if at all, did you receive a disclosure statement (sometimes called the terms and conditions)?

I didn't.

15. a. If you received the disclosure statement, did you review it before enrolling with the EGS?

I didn't receive it at all

- b. If yes, what was your understanding of what you would pay for electricity?
16. a. Did you sign an enrollment form?
No
- b. If yes, when and under what circumstances did you do so?
- c. Did you ever receive a copy of the signed form?
17. a. If someone called you to verify that you enrolled with the EGS, please describe the call.
No one called
- b. Was the EGS's sales agent present during the call?
18. Did you receive a Welcome Letter or other mailings from the EGS? If yes, please explain.
NO
19. Please describe any contacts that you had with EGS agents concerning your problem?
NO CONTACTS, tried for 2 weeks to call no one would answer.
20. If you were able to contact your EGS, please describe the relief, if any, the EGS offered you.
21. Please provide any additional important information about your experience, including payment arrangements or termination notices. Had to contact West Penn Power concerning Payment arrangements and to cancel Service with IDT Energy.

This information may be used in a legal proceeding currently before the Pennsylvania Public Utility Commission (PUC) brought on behalf of the Pennsylvania Office of Attorney General and the Pennsylvania Office of Consumer Advocate.

Jody Shaffer

By submitting this information to our office, you are authorizing us to use your information in such proceedings or share this information to other agencies or entities which may have jurisdiction over this matter.

Additionally, you verify, subject to the penalties of Section 4904 of the Crimes Code, 18 Pa.C.S. §4904, relating to unsworn falsification to authorities, that the facts set forth above are true and correct to the best of your knowledge, information, and belief.

Signature Jody L. Shaffer Date: 9/23/14



CONSUMER TESTIMONY

Please print clearly in blue or black ink. Please attach additional sheets if necessary.

1. Please state your name and address.

DEAN A SENSENICH - JOYCE P. SENSENICH
237 WOLFE LANE IRWING PA 15642

2. What is the name of your electric distribution company?

WEST PENN POWER
FIRST ENERGY

3. a. Which electric generation supplier (EGS) did you have a problem with, if any?

IDT ENERGY

b. Please describe the problem. KILOWATTS INCREASED TO

.2533 JAN-FEB 2014 FROM .0723
ON DEC. 2013 BILLING - FIRST ENERGY WAS

4. a. When, if at all, did you sign up with this electric generation supplier?

IN OCT 2013 - REPRESENTATIVE CALLED ME 3X
ON WAY HOME FROM WORK - TOLD HIM I WAS
DRIVING

b. If you did not sign up, explain the contacts, if any, you had with the sales agents before you were transferred to the EGS.

ALL DONE OVER PHONE - HAS A RECORDING
OF ME AGREEING TO TERMS - STATED CHEAPER

5. a. Are you still a customer of this electric generation supplier?

NO

b. If no when did you stop service with this electric generation supplier?

FEB 2014

6. How did you sign up with the EGS? For example, was it a telemarketing call, a door-to-door marketer, through a website or mailing, or some other method?

TELEMARKETING

7. Please describe the sales contacts that you had with the EGS's representative when you signed up for the service.

- OVER PHONE DID NOT SIGN
RECORDING OF ME AGREEING DRIVING
HOME FROM WORK CALLED ME 3X.

8. Did the sales representatives identify themselves as being with the EGS? If so, when?

I DO NOT REMEMBER I THOUGHT
IT WAS FIRST ENERGY

9. If you signed up, what was your understanding of the EGS's price?

SAID IT WAS AT A REDUCED COST

10. a. Did you understand how the EGS's price would be set?

YES

b. If yes, please explain your understanding.

SAID FIXED

11. What was your understanding of how long the EGS would charge that price?

NO UNDERSTANDING

12. a. Did the EGS salesperson guarantee savings?

YES

b. If yes, please explain. WHOLE CONVERSATION

WAS ABOUT SAVINGS

13. a. Did you believe that you were required to sign up with the EGS?

OVER PHONE

b. If so, please explain.

DID NOT KNOW I CHANGED
SUPPLIERS

14. When, if at all, did you receive a disclosure statement (sometimes called the terms and conditions)?

- did NOT receive

15. a. If you received the disclosure statement, did you review it before enrolling with the EGS?

I SIGNED NOTHING



b. If yes, what was your understanding of what you would pay for electricity?

Not disclosed - less costly

16. a. Did you sign an enrollment form?

NO

b. If yes, when and under what circumstances did you do so?

NA

c. Did you ever receive a copy of the signed form?

NA

17. a. If someone called you to verify that you enrolled with the EGS, please describe the call.

NO

b. Was the EGS's sales agent present during the call?

NO

18. Did you receive a Welcome Letter or other mailings from the EGS? If yes, please explain.

NO

19. Please describe any contacts that you had with EGS agents concerning your problem?

Called when rate went increased. They said high costs for them - very cold. WAS VERY FIRM AND NOT COOPERATIVE - told them I WAS CONTACTING ANY GEN OFFICE + THERE COMPANY OR NEWS

21. Please provide any additional important information about your experience, including payment arrangements or termination notices.

they reduced my \$900. bill by \$200.

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Signature Joyce Sensenich Date: 9.22.14

BILLING CONTINUED THRU
WEST PENN POWER - I DID NOT
KNOW I CHANGED SUPPLIERS
I DID NOT SIGN ANYTHING.
WHEN I TOLD REPRESENTATIVE TO
SEND ME INFORMATION - HE
STATED HE WOULD MAKE IT EASY
WITH MY AUTHORIZATION OVER
PHONE



CONSUMER TESTIMONY

Please print clearly in blue or black ink. Please attach additional sheets if necessary.

1. Please state your name and address.

Dan Bishop
210 County Line Rd
Bridgeville PA 15017

2. What is the name of your electric distribution company?

West Penn Power

3. a. Which electric generation supplier (EGS) did you have a problem with, if any?

IDT Energy

b. Please describe the problem.

Rise in kWh Charge

4. a. When, if at all, did you sign up with this electric generation supplier?

Don't recall Signing-up

b. If you did not sign up, explain the contacts, if any, you had with the sales agents before you were transferred to the EGS.

None

5. a. Are you still a customer of this electric generation supplier?

Yes

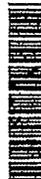
b. If no, when did you stop service with this electric generation supplier?

6. How did you sign up with the EGS? For example, was it a telemarketing call, a door-to-door marketer, through a website or mailing, or some other method?

—

7. Please describe the sales contacts that you had with the EGS's representative when you signed up for the service.

—



8. Did the sales representatives identify themselves as being with the EGS? If so, when?

9. If you signed up, what was your understanding of the EGS's price?

10. a. Did you understand how the EGS's price would be set?

b. If yes, please explain your understanding.

11. What was your understanding of how long the EGS would charge that price?

12. a. Did the EGS salesperson guarantee savings?

b. If yes, please explain.

13. a. Did you believe that you were required to sign up with the EGS?

b. If so, please explain.

14. When, if at all, did you receive a disclosure statement (sometimes called the terms and conditions)?

15. a. If you received the disclosure statement, did you review it before enrolling with the EGS?



b. If yes, what was your understanding of what you would pay for electricity?

16. a. Did you sign an enrollment form?

b. If yes, when and under what circumstances did you do so?

c. Did you ever receive a copy of the signed form?

17. a. If someone called you to verify that you enrolled with the EGS, please describe the call.

b. Was the EGS's sales agent present during the call?

18. Did you receive a Welcome Letter or other mailings from the EGS? If yes, please explain.

19. Please describe any contacts that you had with EGS agents concerning your problem?

20. If you were able to contact your EGS, please describe the relief, if any, the EGS offered you.

21. Please provide any additional important information about your experience, including payment arrangements or termination notices.

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Dan Bishop

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Signature DC [Signature] Date: 09/20/14



CONSUMER TESTIMONY

Please print clearly in blue or black ink. Please attach additional sheets if necessary.

1. Please state your name and address.
Eloise M. Watson
676 Pearson Road
Jersey Shore, Pa 17740
2. What is the name of your electric distribution company?
PPL Electric Utilities
3. a. Which electric generation supplier (EGS) did you have a problem with, if any?
IDT Energy, Inc
- b. Please describe the problem. From February 2014 to March 2014 the energy charge per KWH increased by .1723¢ per KWH. The increase caused the March 2014 energy bill to be \$612 higher than it would have been had the rate not been increased by IDT Energy Inc.
4. a. When, if at all, did you sign up with this electric generation supplier?
Unknown - Do not remember signing up with IDT Energy
- b. If you did not sign up, explain the contacts, if any, you had with the sales agents before you were transferred to the EGS.
None to my knowledge
5. a. Are you still a customer of this electric generation supplier?
No
- b. If no, when did you stop service with this electric generation supplier?
April 2014
6. How did you sign up with the EGS? For example, was it a telemarketing call, a door-to-door marketer, through a website or mailing, or some other method?
I do not recall signing up with IDT Energy Inc.
7. Please describe the sales contacts that you had with the EGS's representative when you signed up for the service.
N/A

8. Did the sales representatives identify themselves as being with the EGS? If so, when?

N/A

9. If you signed up, what was your understanding of the EGS's price?

N/A

10. a. Did you understand how the EGS's price would be set?

N/A

b. If yes, please explain your understanding.

11. What was your understanding of how long the EGS would charge that price?

N/A

12. a. Did the EGS salesperson guarantee savings?

N/A

b. If yes, please explain.

13. a. Did you believe that you were required to sign up with the EGS?

N/A

b. If so, please explain.

14. When, if at all, did you receive a disclosure statement (sometimes called the terms and conditions)?

N/A

15. a. If you received the disclosure statement, did you review it before enrolling with the EGS?

N/A



- b. If yes, what was your understanding of what you would pay for electricity?
16. a. Did you sign an enrollment form?
N/A
- b. If yes, when and under what circumstances did you do so?
 - c. Did you ever receive a copy of the signed form?

- X/A
17. a. If someone called you to verify that you enrolled with the EGS, please describe the call.
N/A
- b. Was the EGS's sales agent present during the call?

- X/A
18. Did you receive a Welcome Letter or other mailings from the EGS? If yes, please explain.
N/A

19. Please describe any contacts that you had with EGS agents concerning your problem?
I contacted IDT Energy regarding the rate increase and was told there was nothing they could do.

20. If you were able to contact your EGS, please describe the relief, if any, the EGS offered you.
None

21. Please provide any additional important information about your experience, including payment arrangements or termination notices.
I paid the bill, but cancelled service with IDT Energy immediately.

This information may be used in a legal proceeding currently before the Pennsylvania Public Utility Commission (PUC) brought on behalf of the Pennsylvania Office of Attorney General and the Pennsylvania Office of Consumer Advocate.

Eloise Watson

By submitting this information to our office, you are authorizing us to use your information in such proceedings or share this information to other agencies or entities which may have jurisdiction over this matter.

Additionally, you verify, subject to the penalties of Section 4904 of the Crimes Code, 18 Pa.C.S. §4904, relating to unsworn falsification to authorities, that the facts set forth above are true and correct to the best of your knowledge, information, and belief.

Signature Eloise M. Watson Date: 9/26/14



CONSUMER TESTIMONY

Please print clearly in blue or black ink. Please attach additional sheets if necessary.

1. Please state your name and address.

Margaret M Clipp
50 1st Apt 300
Danville Pa 17821

2. What is the name of your electric distribution company?

P&P&L

3. a. Which electric generation supplier (EGS) did you have a problem with, if any?

IDT ENERGY

b. Please describe the problem.

D-F My electricity company was 75-80 dollars
March it jumped to \$385.00

4. a. When, if at all, did you sign up with this electric generation supplier?

Dec 2013

b. If you did not sign up, explain the contacts, if any, you had with the sales agents before you were transferred to the EGS.

5. a. Are you still a customer of this electric generation supplier?

NO

b. If no, when did you stop service with this electric generation supplier?

March 2014

6. How did you sign up with the EGS? For example, was it a telemarketing call, a door-to-door marketer, through a website or mailing, or some other method?

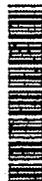
they called me

7. Please describe the sales contacts that you had with the EGS's representative when you signed up for the service.

they said my electric 4.7 but
they said when my electric was 385.00
because our winter was cold then
~~last~~ last year

BCP EGS

BCP-14-05-009695



8. Did the sales representatives identify themselves as being with the EGS? If so, when?

yes Oct 2013

9. If you signed up, what was your understanding of the EGS's price?

yes

10. a. Did you understand how the EGS's price would be set?

yes

b. If yes, please explain your understanding.

they said it would never higher

11. What was your understanding of how long the EGS would charge that price?

Never

12. a. Did the EGS salesperson guarantee savings?

yes

b. If yes, please explain.

they said it would never higher

13. a. Did you believe that you were required to sign up with the EGS?

yes

b. If so, please explain.

they called me

14. When, if at all, did you receive a disclosure statement (sometimes called the terms and conditions)?

Oct 2013

15. a. If you received the disclosure statement, did you review it before enrolling with the EGS?

yes



b. If yes, what was your understanding of what you would pay for electricity?

4.7 K:1

16. a. Did you sign an enrollment form?

NO

b. If yes, when and under what circumstances did you do so?

c. Did you ever receive a copy of the signed form?

I don't remember

17. a. If someone called you to verify that you enrolled with the EGS, please describe the call.

They were nice and said they were going to 4.7 K:1 and it would never go higher

b. Was the EGS's sales agent present during the call?

I don't know

18. Did you receive a Welcome Letter or other mailings from the EGS? If yes, please explain.

Yes

19. Please describe any contacts that you had with EGS agents concerning your problem?

they sent me \$100.00 + 45.00

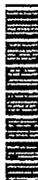
20. If you were able to contact your EGS, please describe the relief, if any, the EGS offered you.

they sent me rebates

21. Please provide any additional important information about your experience, including payment arrangements or termination notices.

I'm paying 97.00 a month from PUC.

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Margaret Clipp

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Signature Margaret M Clipp Date: 9-19-2014



CONSUMER TESTIMONY

Please print clearly in blue or black ink. Please attach additional sheets if necessary.

1. Please state your name and address.
Shirley J. Pickerd
200 Lincoln Ave Apt 207 Butler, Pa. 16001
2. What is the name of your electric distribution company?
West Penn Power
3. a. Which electric generation supplier (EGS) did you have a problem with, if any?
IDT Energy
b. Please describe the problem.
overcharging
4. a. When, if at all, did you sign up with this electric generation supplier?
Around - March 2013
b. If you did not sign up, explain the contacts, if any, you had with the sales agents before you were transferred to the EGS.
Called + accepted over phone
5. a. Are you still a customer of this electric generation supplier?
No!
b. If no when did you stop service with this electric generation supplier?
March 10, 2014
6. How did you sign up with the EGS? For example, was it a telemarketing call, a door-to-door marketer, through a website or mailing, or some other method?
telemarketing
7. Please describe the sales contacts that you had with the EGS's representative when you signed up for the service.
over the phone

8. Did the sales representatives identify themselves as being with the EGS? If so, when?

No

9. If you signed up, what was your understanding of the EGS's price?

(a lot cheaper if accepted a different supplier)

10. a. Did you understand how the EGS's price would be set?

No

b. If yes, please explain your understanding.

11. What was your understanding of how long the EGS would charge that price?

forever

12. a. Did the EGS salesperson guarantee savings?

Yes

b. If yes, please explain.

that it would be cheaper than what I had.

13. a. Did you believe that you were required to sign up with the EGS?

No

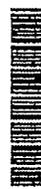
b. If so, please explain.

14. When, if at all, did you receive a disclosure statement (sometimes called the terms and conditions)?

No

15. a. If you received the disclosure statement, did you review it before enrolling with the EGS?

No



b. If yes, what was your understanding of what you would pay for electricity?

16. a. Did you sign an enrollment form?

No

b. If yes, when and under what circumstances did you do so?

c. Did you ever receive a copy of the signed form?

No

17. a. If someone called you to verify that you enrolled with the EGS, please describe the call.

No

b. Was the EGS's sales agent present during the call?

18. Did you receive a Welcome Letter or other mailings from the EGS? If yes, please explain.

No

19. Please describe any contacts that you had with EGS agents concerning your problem?

Contacted on Feb 2, 2014 and asked about how much my mother's bill was and they said it was a bad winter →

20. If you were able to contact your EGS, please describe the relief, if any, the EGS offered you.

Just to change back to West Penn

21. Please provide any additional important information about your experience, including payment arrangements or termination notices.

had to make payments

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I said it was ridiculous how much it was. 18.15 per Kwh. was outrageous. They responded back and said that was the price. at that time had her switched back to west Penn in which they were only charging 5.61 per Kwh. What a difference. My mother is a senior citizen (87) and lives in the arbors. (Senior living) housing and can't afford these bills. From Feb - April her total was \$787.59 She has a very small apartment and is on Social Security. I don't know how they expect people to pay these high bills.

Shirley Pickerd

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Signature Shirley J. Pickerd Date: 9/24/14



CONSUMER TESTIMONY

Please print clearly in blue or black ink. Please attach additional sheets if necessary.

1. Please state your name and address.

Juan O. Ortiz
620 S. Prince St.
Lane - PA 17603

2. What is the name of your electric distribution company?

PP&L

3. a. Which electric generation supplier (EGS) did you have a problem with, if any?

IDT

b. Please describe the problem. Was being billed from IDT very high cost for electric use. is of 2012 till 2014.

4. a. When, if at all, did you sign up with this electric generation supplier?

2012.

b. If you did not sign up, explain the contacts, if any, you had with the sales agents before you were transferred to the EGS.

a telephone offer in 2012.

5. a. Are you still a customer of this electric generation supplier?

No.

b. If no, when did you stop service with this electric generation supplier?

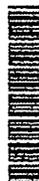
2014.

6. How did you sign up with the EGS? For example, was it a telemarketing call, a door-to-door marketer, through a website or mailing, or some other method?

telemarketing.

7. Please describe the sales contacts that you had with the EGS's representative when you signed up for the service.

they offer less kw than PP&L.



8. Did the sales representatives identify themselves as being with the EGS? If so, when?
over telephone.
9. If you signed up, what was your understanding of the EGS's price?
that it would cost me less kw.
10. a. Did you understand how the EGS's price would be set?
more or less.
- b. If yes, please explain your understanding.
11. What was your understanding of how long the EGS would charge that price?
always
12. a. Did the EGS salesperson guarantee savings?
yes
- b. If yes, please explain.
always be low.
13. a. Did you believe that you were required to sign up with the EGS?
NO
- b. If so, please explain.
14. When, if at all, did you receive a disclosure statement (sometimes called the terms and conditions)?
NO
15. a. If you received the disclosure statement, did you review it before enrolling with the EGS?
N/A

- b. If yes, what was your understanding of what you would pay for electricity?
N/A

- 16. a. Did you sign an enrollment form?
NO

- b. If yes, when and under what circumstances did you do so?
N/A

- c. Did you ever receive a copy of the signed form?
N/A

- 17. a. If someone called you to verify that you enrolled with the EGS, please describe the call.
First telephone call consider enrolled.

- b. Was the EGS's sales agent present during the call?
Yes

- 18. Did you receive a Welcome Letter or other mailings from the EGS? If yes, please explain.
NO

- 19. Please describe any contacts that you had with EGS agents concerning your problem?
We have spoken and have change back to PP+L.
in 2014.

- 20. If you were able to contact your EGS, please describe the relief, if any, the EGS offered you.
changing back to PP+L.

- 21. Please provide any additional important information about your experience, including payment arrangements or termination notices.
Spoken twice and still continue making IDT
look like lower fees.

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Signature Juan O. Ortiz Date: 09-23-2014



CONSUMER TESTIMONY

Please print clearly in blue or black ink. Please attach additional sheets if necessary.

1. Please state your name and address.

Matt Pasi

430 Berwind St., St. Marys, PA 15857

2. What is the name of your electric distribution company?

Allegheny Electric

3. a. Which electric generation supplier (EGS) did you have a problem with, if any?

IDT

b. Please describe the problem.

4. a. When, if at all, did you sign up with this electric generation supplier?

2011

b. If you did not sign up, explain the contacts, if any, you had with the sales agents before you were transferred to the EGS.

5. a. Are you still a customer of this electric generation supplier?

No

b. If no, when did you stop service with this electric generation supplier?

March 2014

6. How did you sign up with the EGS? For example, was it a telemarketing call, a door-to-door marketer, through a website or mailing, or some other method?

Telemarketing. They called me until I couldn't take it anymore

7. Please describe the sales contacts that you had with the EGS's representative when you signed up for the service.

They contacted me.

8. Did the sales representatives identify themselves as being with the EGS? If so, when?

Yes, when they initially called.

9. If you signed up, what was your understanding of the EGS's price?

They said rates wouldn't change.

10. a. Did you understand how the EGS's price would be set?

Yes.

b. If yes, please explain your understanding.

They would be competitive and rates would be low.

11. What was your understanding of how long the EGS would charge that price?

I thought it would always be that price.

12. a. Did the EGS salesperson guarantee savings?

Yes.

b. If yes, please explain.

Assured they would be competitive.

13. a. Did you believe that you were required to sign up with the EGS?

No

b. If so, please explain.

14. When, if at all, did you receive a disclosure statement (sometimes called the terms and conditions)?

I don't remember getting one at all.

15. a. If you received the disclosure statement, did you review it before enrolling with the EGS?



- b. If yes, what was your understanding of what you would pay for electricity?

- 16. a. Did you sign an enrollment form?
No
- b. If yes, when and under what circumstances did you do so?
- c. Did you ever receive a copy of the signed form?

- 17. a. If someone called you to verify that you enrolled with the EGS, please describe the call.
No. Enrolled me the night they called and I said yes because I was sick of them calling and wasting my cell phone minutes.
- b. Was the EGS's sales agent present during the call?

- 18. Did you receive a Welcome Letter or other mailings from the EGS? If yes, please explain.
Not that I can remember

- 19. Please describe any contacts that you had with EGS agents concerning your problem?
If I keyed in that I was from PA, I was put on hold 45 min, then assured I'd get a call back within 48 hours (never did). When I said I was from NJ, they
- 20. If you were able to contact your EGS, please describe the relief, if any, the EGS offered you.
took my call right away. After the 3rd time or so, they sent me a refund check but nowhere near the amount. I paid them.
- 21. Please provide any additional important information about your experience, including payment arrangements or termination notices.

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Additionally, you verify, subject to the penalties of Section 4904 of the Crimes Code, 18 Pa.C.S. §4904, relating to unsworn falsification to authorities, that the facts set forth above are true and correct to the best of your knowledge, information, and belief.

Signature *Matt Pasi* Date: 9/25/14



CONSUMER TESTIMONY

Please print clearly in blue or black ink. Please attach additional sheets if necessary.

1. Please state your name and address.
Barbara E. Pierson
359 Virginia St -P.O.Box 325
Howard, Pa. 16841
2. What is the name of your electric distribution company?
West Penn Power - 76 S.Main ST -Akron,OH 44308
3. a. Which electric generation supplier (EGS) did you have a problem with, if any?
IDT Energy Inc.-550 Broad St -Newark, NJ 07102

b. Please describe the problem.
IDT Energy Inc. over charged me or price gouged me
I was charged double compared to past years
4. a. When, if at all, did you sign up with this electric generation supplier?
April 26, 2013

b. If you did not sign up, explain the contacts, if any, you had with the sales agents before you were transferred to the EGS.
I was contacted by phone, but did not sign any papers
5. a. Are you still a customer of this electric generation supplier? NO....

b. If no, when did you stop service with this electric generation supplier?
I called Edward at IDT energy to stop it on 2/14/14
but it wasn't stopped until 3/10/14
6. How did you sign up with the EGS? For example, was it a telemarketing call, a door-to-door marketer, through a website or mailing, or some other method?
It was a telemarketing call
7. Please describe the sales contacts that you had with the EGS's representative when you signed up for the service.
They just called & said that they could cut my bills 5 to 7 percent. I usually don't go along with the, but this time I did.

8. Did the sales representatives identify themselves as being with the EGS? If so, when?
I don't remember. I usually write down the name of whom I talked with
9. If you signed up, what was your understanding of the EGS's price?
My understanding was that I would have cheaper electrical bills
10. a. Did you understand how the EGS's price would be set? NO...
- b. If yes, please explain your understanding.
11. What was your understanding of how long the EGS would charge that price?
I assumed that they were always going to be cheaper & that there was no time limit on a discount/
12. a. Did the EGS salesperson guarantee savings? YES..
- b. If yes, please explain. Said 5 to 7 Percent
13. a. Did you believe that you were required to sign up with the EGS?
I was not sure...
- b. If so, please explain. Since I was still going to get a bill from West Penn I just thought they were together.
14. When, if at all, did you receive a disclosure statement (sometimes called the terms and conditions)? May 1, 2013
15. a. If you received the disclosure statement, did you review it before enrolling with the EGS?
No, as I already said okay on 4/26/13

- b. If yes, what was your understanding of what you would pay for electricity?
16. a. Did you sign an enrollment form?
Absolutely Not...
- b. If yes, when and under what circumstances did you do so?
- c. Did you ever receive a copy of the signed form?
17. a. If someone called you to verify that you enrolled with the EGS, please describe the call.
I don't think so, but I don't remember
- b. Was the EGS's sales agent present during the call?
18. Did you receive a Welcome Letter or other mailings from the EGS? If yes, please explain.
Just with the verification on May, 1, 2013
19. Please describe any contacts that you had with EGS agents concerning your problem?
When I contacted Edward at IDT Energy on 2/14/14 about my \$583.61 bill, he said that because of the demand in energy they had a increase in their rate. However after complaing I did get a \$281. credit back several mos. later.
20. If you were able to contact your EGS, please describe the relief, if any, the EGS offered you.
IDT Energy didn't offer me any relief until I made several complaints after getting another bill in March for \$590.83. My bills are usually aronnd \$300. for that time of year.
21. Please provide any additional important information about your experience, including payment arrangements or termination notices.
After filing a complaint with the Office of Attorney General that is when I received a refund ck. from IDT Energy trying to win me back, which I refused. I rec'd no termination as I pay my bills on time.

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Barbara Pierson

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Signature Barbara E Pierson Date: 9-26-14



CONSUMER TESTIMONY

Please print clearly in blue or black ink. Please attach additional sheets if necessary.

1. Please state your name and address.

Beth Klinger
167 Fox Road
Schuylkill Haven PA 17972

2. What is the name of your electric distribution company?

PPL

3. a. Which electric generation supplier (EGS) did you have a problem with, if any?

IDT Energy

b. Please describe the problem.

my electric bill tripled from the previous month.

my electric bill was more than my mortgage payment
Feb bill - \$483.57 march bill - \$1,618.95 (IDT charge \$1,435.80)
When, if at all, did you sign up with this electric generation supplier? PPL charge \$183.15

PPL #152.28
PPL Energy Plus LLC
#331.29

1-23-14 or after

b. If you did not sign up, explain the contacts, if any, you had with the sales agents before you were transferred to the EGS.

5. a. Are you still a customer of this electric generation supplier?

NO, Not with IDT

b. If no, when did you stop service with this electric generation supplier?

April was the last bill, I canceled in March but they said it would be another month because of the meter Readings

6. How did you sign up with the EGS? For example, was it a telemarketing call, a door-to-door marketer, through a website or mailing, or some other method?

telemarketing

7. Please describe the sales contacts that you had with the EGS's representative when you signed up for the service.

lower cost



8. Did the sales representatives identify themselves as being with the EGS? If so, when?

Yes

9. If you signed up, what was your understanding of the EGS's price?

lower cost

10. a. Did you understand how the EGS's price would be set?

Yes

b. If yes, please explain your understanding.

It would be less than PPI costs, they would save me money

11. What was your understanding of how long the EGS would charge that price?

Didn't know

12. a. Did the EGS salesperson guarantee savings?

Yes

b. If yes, please explain.

They told me (DOT) that my cost would be less than PPI cost.

13. a. Did you believe that you were required to sign up with the EGS?

NO

b. If so, please explain.

14. When, if at all, did you receive a disclosure statement (sometimes called the terms and conditions)?

NO

15. a. If you received the disclosure statement, did you review it before enrolling with the EGS?



b. If yes, what was your understanding of what you would pay for electricity?

16. a. Did you sign an enrollment form?

NO

b. If yes, when and under what circumstances did you do so?

c. Did you ever receive a copy of the signed form?

17. a. If someone called you to verify that you enrolled with the EGS, please describe the call.

I got a letter from PPL on January 7, 2014, that on or about 1-23-14, IOT will begin service.

b. Was the EGS's sales agent present during the call?

18. Did you receive a Welcome Letter or other mailings from the EGS? If yes, please explain.

NO

19. Please describe any contacts that you had with EGS agents concerning your problem?

They told me that month everyone's bill was high, and if I was just on PPL my bill would have been higher.

20. If you were able to contact your EGS, please describe the relief, if any, the EGS offered you.

None really, They sent me a rebate check of \$359.00

21. Please provide any additional important information about your experience, including payment arrangements or termination notices.

IOT called me again about signing up with them. I got a letter from PPL that they were going to shut off my services. I made payment arrangements with PPL.

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I have two kids, I need electricity for them.

BCP EGS

IOT called me again today 9-23-14.

BCP-14-05-016372



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Signature Beth Klinger Date: 9-29-14

