

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 1

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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.

Kenneth G. Gerg
P.O. Box 247 Emporium PA 15834

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 Inc

b. Please describe the problem.

My Electric Power Invoice over a year would normally Average 280 to 290/Month - winter month probably close to \$400. After signing with IDT it went to close to \$500 in Jan (Dec usage)

4. a. When, if at all, did you sign up with this electric generation supplier? to \$1195.08 for Jan. usage
March Invoice \$799.87 (Feb usage)

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.

Talked to the IDT rep. about 4 times B-4 signing with them and was verbally told the invoices would be lower than West Penn Power

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

"Hell" No!!

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

After receiving the Feb Invoice - But still had to pay March Invoice which was for Feb. usage (\$799.87)

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 (Multiple calls)

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

Multiple calls all promising better rates etc. etc. alleged because of the method of power generation (Not Coal)

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

yes - can't say when?

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

Believing better than that provided by West Penn.

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.

Better generating methods

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)?

?

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?
Yes
- 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.
This was over a year ago
- 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.
19. Please describe any contacts that you had with EGS agents concerning your problem?
Talked to "Bridget" at IDT and she told me: "it's been a cold winter, you should see the invoices here in New Jersey"
20. If you were able to contact your EGS, please describe the relief, if any, the EGS offered you.
NONE *no*
21. Please provide any additional important information about your experience, including payment arrangements or termination notices.
*Cancelled after the Feb Invoice \$1195.08
But still had to pay the March Invoice.
\$ 799.87*

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.

Kenneth Gerg

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:

9/22/14



2013 Actual Invoices

1/18/13	489.74
2/22/13	279.02
3/31/13	476.55
4/22/13	240.68
5/20/13	218.67
6/22/13	189.94
7/22/13	189.36
8/22/13	167.86
9/19/13	127.80
10/18/13	306.97
11/23/13	297.36
12/26/13	304.01

2014

1/22/14	462.05
2/21/14	<u>1195.08</u>
4/1/14	<u>799.87</u>
4/21/14	- 224.71 (Back to West Penn)



IDT ENERGY, Inc. • 550 Broad Street, Newark, NJ 07102 • www.idtenergy.com • 1.877.887.6866

Monday, October 07, 2013

KENNETH GERG
2131 Rich Valley Rd
Emporium, PA 15834

Dear KENNETH:

"Thank you for choosing IDT Energy, a leading independent supplier of electricity and natural gas."

Going Renewable for the environment...

IDT Energy would also like to offer you the option of buying alternative energy. For a few extra dollars each month, you can buy energy from sources that capitalize on our natural resources without harming the environment. "Buying Renewable" also promotes the creation of domestic jobs while reducing America's vulnerability to fluctuating oil prices.

Supply and billing information

IDT Energy will start supplying your electricity and/or natural gas on the next available transfer date, which should coincide with your next meter reading date. Your monthly bill from the local utility company will now indicate that you have chosen IDT Energy as your alternative supplier of electricity and/or natural gas.

If you already pay your bill via Direct Debit, unless you choose otherwise, you will continue with this billing option. If you would like to setup a Budget Billing plan, call our Customer Service line today at 1-877-887-6866 for further information.

Our Customer Service – Committed and Responsive

If you have any questions, please call our Customer Service representatives at 1-877-887-6866. They are ready and waiting to help. Office hours are 8:00am – 7:00pm, Monday through Friday.

Once again, I welcome you to IDT Energy, where we put **your** energy needs first.

Yours sincerely,

Anne L Wilson
Executive V.P. Marketing
IDT Energy(www.idtenergy.com)

*Cancel
at 419 3693
419-691*



IDT ENERGY, Inc. • 550 Broad Street, Newark, NJ 07102 • www.idtenergy.com • 1.877.887.6866

TERMS OF SERVICE_V.8

This is an agreement for electric generation services, between IDT Energy, Inc. ("IDT Energy," "us" or "we") and
KENNETH GERG

2131 Rich Valley Rd Emporium, PA 15834

IDT Energy is licensed by the Pennsylvania Public Utility Commission to offer and supply electric generation services in Pennsylvania. Our PUC license number is A-2009-2134623. Your generation prices and charges will be set by IDT Energy. The Public Utility Commission regulates distribution prices and services. The Federal Energy Regulatory Commission regulates transmission prices and services. You will continue to receive your bill from your Electric Distribution Company (EDC) for all supply and delivery charges, your EDC will continue to provide all emergency repairs and services.

Right of Rescission - You may cancel this Agreement at any time before midnight of the fifth business day after receiving this disclosure.

Definitions - Generation Charge - Charge for production of electricity. Transmission Charge - Charge for moving high voltage electricity from a generation facility to the distribution lines of an electric distribution company.

Starting Price - The starting price per electric generation for customers starting on or about 10/16/2013 is 0.0543.

Basic Service Prices - IDT Energy offers a variable price for all electric generation sold under this Agreement. The price for electric generation sold is established on an approximately monthly basis based upon electric generation market pricing as furnished by PJM clearing house, transportation or transmission, and other market and business price related factors. This price may be higher or lower than the EDC's price in any particular month. There is no ceiling price. Electric generation supply charges include estimated total state taxes. IDT Energy will comply with all required laws regarding sales tax and will include or exclude the appropriate sales taxes in each jurisdiction served, if any, as required by the Pennsylvania Department of Revenue for all Electric generation supply charges. Customers can call IDT Energy's Customer Service Dept. at 877-887-6866 for current variable pricing rates.

Renewable Energy Supply Option - "Renewable" energy refers to energy that is generated from, renewable sources, such as solar, wind, water or biomass. If a customer chooses a renewable supply option, IDT Energy will ensure that 100% of the customer's electricity usage is matched with renewable energy certificates or renewable energy attributes. IDT Energy shall have up to 24 months from the end of each calendar year to address any deficiency that may have arisen in the renewable content of electricity sold under this Agreement during such calendar year. The price for renewable energy will be comprised of the IDT Energy variable price plus an amount that represents IDT Energy's cost in acquiring the renewable energy certificates or renewable energy attributes which shall not exceed three (3) cents per kwh.

Rebates and Introductory Price/Special Promotion Options - From time-to-time IDT Energy may offer rebates or special promotions. If a Customer participates in a rebate program, the Customer must remain in the program for the entire agreed upon term in order to qualify for the rebate. If a Customer cancels at any time prior to the agreed upon term, the Customer shall forfeit all rights and claims to any and all rebate offers. All rebate amounts advertised and presented to customers are estimates based upon customer's prior electric and/or natural gas usages. Actual rebate amounts will be based on customer's actual usage over the term of this agreement, which may vary from any estimate. From time-to-time IDT Energy may offer eligible new customers an introductory price which will be in effect for the introductory price term. Upon expiration of the introductory price term the price shall revert to a standard variable price. IDT Energy will send any rebate or promotion payment to the customer address given to IDT Energy at the time of sign-up. It is the responsibility of the customer to notify IDT Energy of any changes to the customers billing address either in writing to: 550 Broad Street, Newark, NJ 07102 or by calling IDT Energy's Customer Service Dept. at 877-887-6866. IDT Energy will send all rebates and promotional payments and notices via first class mail and is not responsible for invalid addresses or undelivered items.

Length of Agreement - You will buy your electric generation services for your use from IDT Energy beginning on a date set by your EDC and continuing on a month-to-month basis until either party provides at least fifteen (15) calendar days' notice of its intent to cancel and until EDC completes the termination in accordance with its rules.

Penalties, Fees and Exceptions - There are no fees or early cancellation penalties for canceling IDT Energy's variable rate plan.

Cancellation Provisions - A residential customer may cancel this Agreement at any time during the three (3) business days following receipt of this Agreement by calling IDT Energy at 877-887-6866. After that time, this Agreement shall continue until either party provides the other with at least fifteen (15) calendar days' notice of its intent to cancel and until the EDC completes the cancellation in accordance with its rules.

Renewal Provision - This Agreement shall continue until either party provides at least fifteen (15) calendar days' notice of its intent to cancel and until EDC completes the cancellation in accordance with its rules.

Agreement Expiration/Change in Terms - If you have a fixed term agreement with us and it is approaching the expiration date or if we propose to change our terms of service, we will send you two advance written notices either in our bills or in separate mailings between 45 and 90 days before either the expiration date or the effective date of the changes. We will explain your options in these two advance notices.

Dispute Procedures - Contact us with any questions concerning our terms of service at 877-887-6866. If you are not satisfied after discussing your terms with us you may call or write the Public Utility Commission (PUC).

Public Utility Commission, PO Box 3265, Harrisburg, PA 17105-3265, 800-692-7380

Contact Information: Supplier: IDT Energy, 550 Broad Street, Newark, New Jersey 07102, 877-887-6866, www.idtenergy.com

*Distribution Company Provider of Last Resort: Pennsylvania Power and Light, PPL Electric Utilities, 827 Hausman Road, Allentown, PA 18104-9392, 800-342-5775

*Distribution Company Provider of Last Resort: Philadelphia Electric Company, PECO, 2301 Market Street, Philadelphia, PA 19103, 800-494-4000

*Distribution Company Provider of Last Resort: Metropolitan Edison Company, Met-Ed, PO Box 3687, Akron, Ohio, 44309, 800-545-7741

*Distribution Company Provider of Last Resort: Pennsylvania Electric Company, Penelec, PO Box 3687, Akron, Ohio, 44309, 800-545-7741

*Distribution Company Provider of Last Resort: Duquesne Light, DLC, 411 Seventh Avenue, 6-1, Pittsburgh, PA 15219, 412-393-7100

*Distribution Company Provider of Last Resort: West Penn Power, WPP, PO Box 3615 Akron, Ohio 44309, 800-686-0021



Bill Based On Actual Meter Reading, Prorated
Bill

September 18, 2013

Account Number:

Amount Due: \$123.82

Due Date: October 08, 2013

Billing Period: Aug 16 to Sep 16, 2013 for 32 days
Bill For: KENNETH GERG
2131 RICH VALLEY RD
EMPORIUM PA 15834

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-686-0021 For Payment Options, call 1-800-736-3404 Pay your bill online at www.firstenergycorp.com
Bill issued by: West Penn Power, PO Box 3615, Akron OH 44309-3615

Messages	Account Summary	Amount Due
To avoid a 1.25% Late Payment Charge being added to your bill, please pay the Amount Due by the Due Date	Previous Balance	163.89
Your current PRICE TO COMPARE for generation and transmission from West Penn Power is listed below For you to save, a supplier's price must be lower	Payments/Adjustments	-163.89
Domestic Service - 0006693354 - 6.14 cents per KWH Customer reserves the right to shop for an electric supplier.	Balance at Billing on Sep 18, 2013	0.00
Your next meter reading will be estimated. See the back of the bill to provide a customer reading by Oct 15, 2013.	West Penn Power - Consumption	123.82
Your bill includes \$10.50 in PA taxes, of which \$7.54 is PA gross receipts tax.	Amount Due by Oct 08, 2013	\$123.82
Generation prices and charges are set by the electric generation supplier you have chosen. The Public Utilities Commission regulates distribution prices and services The Federal Energy Regulatory Commission regulates transmission prices and services.	Usage Information for Meter Number S90011185	
Effective September 1, 2013, customers receiving Default Service have a new Price to Compare (PTC) which appears on page 1 of your bill. You can save money by switching to an electric generation supplier that offers a lower price than your PTC	Sep 16, 2013 KWH Reading (Actual)	46,355
Keystone HELP - Pennsylvania's unsecured loan program - provides special financing rates for homeowners to purchase ENERGYSTAR and other qualifying energy-efficient products For fast approval, or to find an approved contractor/dealer in your area, visit www.keystonehelp.com, or call toll-free 1-888-232-3477.	Aug 16, 2013 KWH Reading (Estimate)	44,961
	KWH used	1,394
	Charges From West Penn Power	
	Customer Number: 0605403873 0006693354	
	Rate: Domestic Service WP-RS10F	
	Price to Compare Default Service	697 KWH x 0.060750 42.34
		697 KWH x 0.062620 43.65
	Customer Distribution Charge	5.00
	Distribution Charge	1,394 KWH x 0.020631 28.76
	FirstEnergy Merger Credit	-0.45
	Default Service Support Charge	1,394 KWH x 0.000900 1.25
	Smart Meter Charge	1,394 KWH x 0.002760 3.85
	State Tax Surcharge	-0.58
	Current Consumption Bill Charges	123.82
	Default Payment and Adjustment Information	
	08/27/13 Payment	-163.89

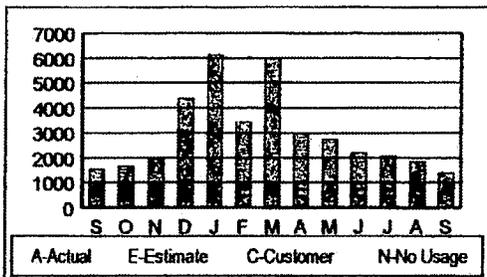
Telemarketer

*Kenneth Hanson
IDT Energy
814-201-6237
#1982*

*May Cancel
Condo 28549677
2854 2670
877-887-6866*

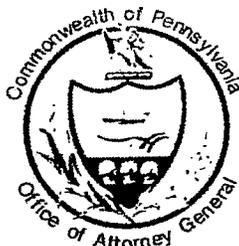
Additional messages, if any, can be found on back.

Usage History



Comparisons	Last Year	This Year
Average Daily Use (KWH)	52	44
Average Daily Temperature	66	66
Days in Billing Period	30	32
Last 12 Months Use (KWH)		36,853
Average Monthly Use (KWH)		3,071

PENNSYLVANIA
OFFICE OF ATTORNEY GENERAL



CONSUMER COMPLAINT FORM

www.attorneygeneral.gov

Office Use Only Complaint #	Investigator:	Code 1	Code 2	Bureau of Consumer Protection 15 th Floor, Strawberry Square Harrisburg, PA 17120 (717) 787-9707
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YOUR NAME Kenneth G. Gerg

ADDRESS P.O. Box 247 (2131 Rich Valley Rd.
Emporium PA 15834 Cameron

CITY Emporium **STATE** PA **ZIP** 15834 **COUNTY** Cameron

HOME PHONE NUMBER _____ **BEST NUMBER TO CALL DURING THE DAY** (Same) or Cell

NAME OF BUSINESS COMPLAINT IS AGAINST IDT Energy 550 Broad St. Newark NJ 07102
Phone 877 887 6866

NAME OF OWNER OR OTHER INDIVIDUAL TO WHOM YOU COMPLAINED West Penn Power 1310 Fairmont Ave. Fairmont W.Va. 26554

ADDRESS 1310 Fairmont Ave.
Fairmont W.V. 26554

CITY Fairmont **STATE** W.V. **ZIP** 26554 **COUNTY** _____

PHONE 888 478 2300

Your Age:

18-29

30-44

45-59

60 or older

How did you find out about us:

Visited Office

Attended County/Senior Fair or Speaking Engagement

State Legislator/Agency

News Story

Internet

Other - Please Specify _____

(This information will be used for Statistical & Enforcement Purposes Only)

PRODUCT(S) OR SERVICE(S) PURCHASED	DATE OF PURCHASE	PURCHASE PRICE
<u>Electrical Service</u>	<u>10/7/2013</u>	<u>5.6 to 6.5</u>

To what other agencies have you complained? None

What action was taken? N/A

Have you retained an attorney? Yes No

If yes, please provide your attorney's name, address and telephone number: _____

Have you filed a legal action? Yes No

If yes, please state WHEN, WHERE and WHAT decision was made? _____

1-800-441-2555

COMMONWEALTH OF PENNSYLVANIA
OFFICE OF ATTORNEY GENERALBUREAU OF CONSUMER PROTECTION
Harrisburg Office
15th Floor, Strawberry Square
Harrisburg, Pennsylvania 17120
(717) 787-9707
April 10, 2014Kenneth G. Gerg
2131 Rich Valley Road
P.O. Box 247
Emporium, PA 15834Re: IDT Energy
BCP-14-05-007999

Dear Mr. Gerg:

Your complaint has been received by the Bureau of Consumer Protection ("Bureau") and will be reviewed by Heather M. Weaver. To help in keeping accurate and up-to-date records when corresponding with this office, please refer to our file number, BCP-14-05-007999.

The Bureau will review your information and do our best to keep you advised of any significant developments in our mediation of your complaint. The Bureau is working with the Office of Consumer Advocate ("OCA") to determine whether consumers have been improperly overcharged for their electricity. The Bureau and the OCA are also coordinating their efforts with the Public Utility Commission ("PUC"), within the scope of our respective enforcement and regulatory authority.

Filing a complaint with the Bureau is not the same as placing your bill in "disputed" status with the utility company. In order to place your bill in "disputed" status and put a stay on service termination or collection activity, the PUC requires that you first contact your utility company and generation supplier to try to resolve your complaint. The telephone numbers for the companies can be found on your electric bill. If you are unsuccessful in resolving the dispute with your utility and/or supplier, you can file an informal complaint with the PUC. If the subject matter of your complaint is within the PUC's jurisdiction, the PUC may be able to place your bill in "disputed" status with the utility company. Instructions for submitting an informal complaint to the PUC and an informal complaint form are enclosed.

On behalf of the Office of Attorney General, thank you for bringing this matter to our attention and giving the Bureau the opportunity to be of assistance to you.

Very truly yours,

A handwritten signature in cursive script, appearing to read 'Heather M. Weaver'.

Heather M. Weaver
Agentkln
Enclosures
EGS20A

Informal Complaint Form

Questions 1, 2, 3, 4, 5, 6, 7, 8, 9 and 13 must be completed or we will not make a record of your informal complaint, opinion or comment. * Required fields

1. Have you called the company about your complaint?*

Yes No

If you selected NO to the above question, you should contact the company first to resolve your complaint.

2. Name and address on the monthly bill or the name of the person applying for service.

Name*: KENNETH GERG
 Street Address*: ~~2131 RICH VALLEY ROAD~~
 City*: EMPORIUM
 State/Province*: PENNSYLVANIA
 County*: CAMERON
 Zip/Postal Code*: 15834

3. Mailing address if different than billing address. *

Street Address: P.O. BOX 247
 City: EMPORIUM
 State/Province: PENNSYLVANIA
 County: CAMERON
 Zip/Postal Code: 15834

4. Name of person filing the informal complaint or opinion if different than the name on the bill or if not the applicant for service.*

SAME

5. Home Telephone Number. If you do not have a home telephone number, please state "no home phone." If your service was turned off by the company, please provide the number that was turned off.
 Home Phone*:

6. Daytime telephone number where we can contact you*.

7. Name of your utility company.*

West Penn Power

8. Your account number with the utility company.*

9. Summary of problem or summary of opinion.*

MAJOR Rate Increase!
Average JAN. FEB. MARCH Invoices Approx 400.00 ^{& OVER 3 years}
WITH IDT - JAN. *462. FEB *1195 MAR *800.
2014 IDT AVE. *820.00
DOUBLE

10. How do you want your complaint to be resolved?

A Refund of some sort would be NICE!
Absent that - Send the IDT Folks to JAIL

11. Approximate date you contacted the company.

2/21/14 Both West Penn Power
+ IDT Energy

12. Summary of company response.

West Penn told me it was IDT's power charge
and that is correct - It is NOT West Penn's Issue.
IDT Told me it was a Cold Winter and "I should
see some of the charges folks have incurred
in New Jersey"

13. Your e-mail address*.

Token 2 @ Zito media.net

14. Sometimes the information we gather while investigating a complaint is useful in a PUC formal case or in a legal action by the PA Attorney General's Office. Do we have your permission to use information we gather during this investigation in a formal or legal action?

Yes No

Mail this Informal Complaint Form to:
Pennsylvania Public Utility Commission
Bureau of Consumer Services
P.O. Box 3265
Harrisburg, PA 17105-3265

Dear Electric Generation Supplier ("EGS") Customer:

In order to continue our processing of your complaint concerning electric rate spikes you experienced in the months of January and February, 2014, we will need the following information, highlighted below:

Enclosed

- Executed *Mediation Process Certification Form*
- Completed and executed *Consumer Complaint Form*
- Billing statements, including the reverse sides of them, which were due in the months of:

<input checked="" type="checkbox"/> December 2013	<input checked="" type="checkbox"/> January 2014
<input checked="" type="checkbox"/> February 2014	<input type="checkbox"/> March 2014
<input checked="" type="checkbox"/> April 2014 (if available)	
- Welcome letter or packets from the EGS
- EGS Terms and Conditions document
- Printed solicitation materials from the EGS
- Other: _____



West Penn Power
1310 Fairmont Ave
Fairmont, WV 26554-3526
1-888-478-2300 (Toll-Free)
www.firstenergycorp.com/contactus

Date: October 04, 2013

Customer Number:

Load Profile: RSHT

Rate:

Domestic Service - WP



00002240 01 AB 0.384
KENNETH GERG
PO BOX 247
EMPORIUM PA 15834-0247

Service Address:

2131 RICH VALLEY RD
EMPORIUM PA 15834

Dear KENNETH GERG,

Congratulations! You have decided to participate in the Pennsylvania Electric Choice Program. We were recently notified that you have selected the following company as your electric generation supplier:

IDT ENERGY
550 BROAD STREET
NEWARK NJ 07102

Our records indicate that you have chosen to receive one bill from West Penn Power, which will reflect charges from both West Penn Power and your new electric generation supplier.

Unless we hear from you within 5 days with any corrections to this information, your new electric generation supplier will begin providing your electricity on your first scheduled meter-reading date after October 15, 2013.

Regardless of which generation supplier you choose, West Penn Power will remain your energy delivery company, and will continue to deliver safe and reliable electricity.

Please know that residential and small commercial customers who fail to pay for generation service provided by their new supplier may have their service terminated in accordance with the Pennsylvania Public Utility Code and Pennsylvania Public Utility Commission rules, regulations and orders.

Please call our Retail Choice Center toll-free at 1-888-478-2300 with questions. The center is open 8:00 a.m. until 6:00 p.m., Monday through Friday.

Sincerely,
West Penn Power





Bill Based On: Estimated Meter Reading

Exh. KGG-3

W14

Billing Period: Jan 17 to Feb 14, 2014 for 29 days
 Bill For: KENNETH GERG
 2131 RICH VALLEY RD
 EMPORIUM PA 15834

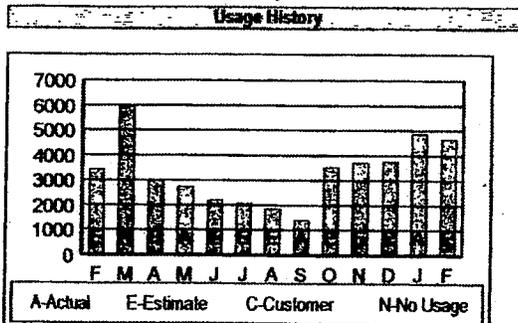
*Briquet
 Been a cold
 winter*

February 20, 2014
Account Number:
Amount Due: \$1,190.62
Due Date: March 12, 2014

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-686-0021 For Payment Options, call 1-800-736-3404. Pay your bill online at www.firstenergycorp.com
 Bill Issued by: West Penn Power, PO Box 3615, Akron OH 44309-3615

Messages	Account Summary	Amount Due		
To avoid a 1.25% Late Payment Charge being added to your bill, please pay the Amount Due by the Due Date.	Previous Balance	457.83		
Your current PRICE TO COMPARE for generation and transmission from West Penn Power is listed below. For you to save, a supplier's price must be lower.	Payments/Adjustments	-457.83		
Domestic Service - 0006693354 - 5.61 cents per KWH	Balance at Billing on Feb 20, 2014	0.00		
Your next meter reading is scheduled to occur on or about Mar 18, 2014.	West Penn Power - Consumption	113.22		
Your bill includes \$8.42 in PA taxes, of which \$6.68 is PA gross receipts tax.	IDT Energy <i>Crucial</i>	1,077.40		
Generation prices and charges are set by the electric generation supplier you have chosen. The Public Utilities Commission regulates distribution prices and services. The Federal Energy Regulatory Commission regulates transmission prices and services.	Total Current Charges	1,190.62		
Avoid the seasonal highs and lows in your electric bills by signing up for the Equal Payment Plan (EPP). While in this plan, each month you are billed one-twelfth of your estimated annual usage. Your account is reviewed periodically and adjusted, if necessary, to ensure your payment amount reflects your actual usage. To participate in EPP, call our toll-free Customer Service Number, or go online to www.firstenergycorp.com	Amount Due by Mar 12, 2014	\$1,190.62		
The Earned Income Tax Credit (EITC) is a tax credit for certain lower-income families and individuals. For information and to determine if you qualify, simply dial 1-800-829-1040 or visit http://www.irs.gov/individuals	Usage Information for Meter Number S98011185			
If your bill was affected by the recent extreme temperatures, you may be eligible for payment arrangements. We also offer budget billing to help eliminate the seasonal highs and lows of your electric bill. Please call 1-800-736-3404 for more information.	Feb 14, 2014 KWH Reading (Estimate)	66,895		
	Jan 17, 2014 KWH Reading (Actual)	62,243		
	KWH used	4,652		
	Charges From West Penn Power			
	Customer Number: 0005403873 0006693354			
	Rate: Domestic Service WP-RS10D			
	Customer Distribution Charge	5.00		
	Distribution Charge 4,652 KWH x 0.019570	91.04		
	FirstEnergy Merger Credit	-0.45		
	Default Service Support Charge 4,652 KWH x 0.000900	4.19		
	Smart Meter Charge 4,652 KWH x 0.003030	14.10		
	State Tax Surcharge	-0.66		
	Current Consumption Bill Charges	113.22		
	Billing Information for IDT Energy			
	550 Broad Street, Newark, NJ 07102			
	Customer Service: 1-877-887-6866			
	Account Number: 2626695 Rate: BILL-READY			
	Billing Period: Jan 17, 2014 to Feb 14, 2014			
	Energy Charge: 4652 Kwh At \$0.2316 Per Kwh	1,077.40		
	Total IDT Energy Current Charges	1,077.40		
	Detail Payment and Adjustment Information			
	01/28/14 Payment	-457.83		
	Account Balance by Company			
	Previous Balance	Payments/Adjustments	Current Charges	Amount Due
	West Penn Power 120.13	-120.13	113.22	113.22
	IDT Energy 337.70	-337.70	1,077.40	1,077.40
	Total 457.83	-457.83	1,190.62	1,190.62

Additional messages, if any, can be found on back.



Comparisons	Last Year	This Year
Average Daily Use (KWH)	111	160
Average Daily Temperature	23	17
Days in Billing Period	31	29
Last 12 Months Use (KWH)		39,837
Average Monthly Use (KWH)		3,320

45% on Invoice would be \$670⁰⁰

160 / 111 = 1.44 / 4%

2 less Billing days



West Penn Power
1310 Fairmont Ave
Fairmont, WV 26554-3526
1-888-478-2300 (Toll-Free)
www.firstenergycorp.com/contactus

Date: February 21, 2014
Customer Number:
Load Profile: RSHT
Rate:
Domestic Service - WP

00002844 01 AB 0.406
KENNETH GERG
PO BOX 247
EMPORIUM PA 15834-0247

Service Address:

2131 RICH VALLEY RD
EMPORIUM PA 15834

Dear KENNETH GERG,

As you requested, West Penn Power has discontinued your generation service from your electric generation supplier:

IDT Energy
550 BROAD ST.
NEWARK NJ 07102
(877)887-6866

West Penn Power will provide your electricity under the appropriate default service rider in its retail tariff beginning on your first scheduled meter-reading date after March 18, 2014.

If you decide to select a new electric generation supplier, you must contact your chosen supplier. You will need to provide your new supplier with your 20-digit customer number above. Your supplier will notify West Penn Power of your selection, and you will receive a letter from West Penn Power confirming your choice.

Under our tariffs, West Penn Power can switch you to your new supplier if you select that supplier at least 10 days prior to your next scheduled meter read date. If West Penn Power has not been notified by a supplier prior to the 10 days, you will return to West Penn Power's default service tariff rates for that billing month.

Customers who fail to pay for generation service provided by an electric generation supplier and billed by West Penn Power may have their service terminated in accordance with the Pennsylvania Public Utility Code and PA PUC rules, regulations and orders.

If you have any questions, please call our Retail Choice Center toll-free at 1-888-478-2300. The center is open 8:00 a.m. until 6:00 p.m., Monday through Friday.

West Penn Power





West Penn Power
1310 Fairmont Ave
Fairmont, WV 26554-3526
1-888-478-2300 (Toll-Free)
www.firstenergycorp.com/contactus

Date: February 21, 2014
Customer Number:
Load Profile: GSCS
Rate:
General Service - WP

00002843 01 AB 0.406
KENNETH GERG
PO BOX 247
EMPORIUM PA 15834-0247

Service Address:

RICH VALLEY RD
EMPORIUM PA 15834

Dear KENNETH GERG,

Your electric generation supplier in the Pennsylvania Electric Choice program:

IDT Energy
550 BROAD ST.
NEWARK NJ 07102
(877)887-6866

has elected to end its contract with you on your first scheduled meter-reading date after March 18, 2014. Please call your electric generation supplier if you have questions about its decision.

If you decide to select a new electric generation supplier, you must contact your chosen supplier. You will need to provide your new supplier with your 20-digit customer number above. Your supplier will notify West Penn Power of your selection, and you will receive a letter from West Penn Power confirming your choice.

Under our tariffs, West Penn Power can switch you to your new supplier if you select that supplier at least 10 days prior to your next scheduled meter read date. If West Penn Power has not been notified by a supplier prior to the 10 days, you will return to West Penn Power's default service tariff rates for that billing month.

Customers who fail to pay for generation service provided by an electric generation supplier and billed by West Penn Power may have their service terminated in accordance with the Pennsylvania Public Utility Code and PA PUC rules, regulations and orders.

If you have any questions, please call our Retail Choice Center toll-free at 1-888-478-2300. The center is open 8:00 a.m. until 6:00 p.m., Monday through Friday.

West Penn Power



PENNSYLVANIA
OFFICE OF ATTORNEY GENERAL



CONSUMER COMPLAINT FORM

www.attorneygeneral.gov

Office Use Only Complaint #	Investigator:	Code 1	Code 2	Bureau of Consumer Protection 15 th Floor, Strawberry Square Harrisburg, PA 17120 (717) 787-9707
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Kenneth G. Gerg
YOUR NAME

P.O. Box 247 (2131 Rich Valley Rd)
ADDRESS

Emporium PA 15834
CITY STATE ZIP

15834 Cameron
COUNTY or Cell

HOME PHONE NUMBER _____ BEST NUMBER TO CALL DURING THE DAY _____

IDT Energy 550 Broad St Newark NJ 07102
NAME OF BUSINESS COMPLAINT IS AGAINST Phone 877 887 6866

West Penn Power 1310 Fairmont Ave Fairmont WV 26554
NAME OF OWNER OR OTHER INDIVIDUAL TO WHOM YOU COMPLAINED

1310 Fairmont Ave
ADDRESS

Fairmont WV 26554
CITY STATE ZIP COUNTY

888 478 2300
PHONE

Your Age:

18-29

30-44

45-59

60 or older

How did you find out about us:

Visited Office

Attended County/Senior Fair or Speaking Engagement

State Legislator/Agency

News Story

Internet

Other - Please Specify _____

WEBSITE/E-MAIL ADDRESS _____

PRODUCT(S) OR SERVICE(S) PURCHASED	DATE OF PURCHASE	PURCHASE PRICE
<u>Electrical Service</u>	<u>10/7/2013</u>	<u>2.6 to 6.5</u>

To what other agencies have you complained? None

What action was taken? N/A

Have you retained an attorney? Yes No

If yes, please provide your attorney's name, address and telephone number: _____

Have you filed a legal action? Yes No

If yes, please state WHEN, WHERE and WHAT decision was made? _____

(This information will be used for Statistical & Enforcement Purposes Only)

1-800-441-2555

2012
Nov. PPL - 73.65
Dec. - PPL - 83.57

PPL
2013
Jan - 73.34
Feb. - 99.83
March - 95.78
April - 78.66
MAY - 81.52

2013
June - 88.64 - PPL
July - 100.90
Aug - 126.66
Sept -
Oct.
Nov.
Dec.

2014
JAN.
Feb - I went back to PPL
March
April
MAY - 108.38
JUNE - 98.38
July - 115.80
Aug - 90.51
Sept
Oct.

CONSUMER TESTIMONY

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

1. Please state your name and address.

Gayle M. Emick
149 Clifford Rd
Selinsgrove, Pa. 17870

Gayle Emick

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

~~XXXXXXXXXX~~ IDT.

winter of 2013-2014 it was

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

IDT + Direct Energy

b. Please describe the problem. After signing up for their programs the bill went up price

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

I didn't sign up. They contacted me by phone.

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 contacted me by phone & implied they were representing PPL!

5. a. Are you still a customer of this electric generation supplier? No.!!!

I had never had a bill over \$100.00 before & then it shot up to \$200.00!!!! That's when I complained. (My neighbor also had a bills)

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

Sometime around April or March! Right after I complained to the AG's office & talked with my son-in-law!! He told me to go back to P.P.L. & stay there.

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?

A Telemarketing call

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

See above explanation

8. Did the sales representatives identify themselves as being with the EGS? If so, when?
They did but, also stated they were working with PPL.
9. If you signed up, what was your understanding of the EGS's price?
It was a lower price & then it shot up in price. I know it was a cold winter, but we've had cold winters before & never had
10. a. Did you understand how the EGS's price would be set?
No. I didn't know that you had to change it every 3 months! Who has time to constantly change their supplier!
- b. If yes, please explain your understanding.
I found out later, that the price changes every 3 months! That is ridiculous!!
11. What was your understanding of how long the EGS would charge that price? *For the whole season!*
12. a. Did the EGS salesperson guarantee savings? *yes.*
- b. If yes, please explain.
If I changed after 6 months, I would receive \$ \$ _{didn't}
13. a. Did you believe that you were required to sign up with the EGS?
They ~~made~~ made it sound great - saving \$\$\$!!
- 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?
I did ↑ No, it was too complicated

- b. If yes, what was your understanding of what you would pay for electricity?
The same as I did the year before (approx.)!!
16. a. Did you sign an enrollment form? *Don't remember*
I'm 76 yrs. old & starting to have problems with memory.
- b. If yes, when and under what circumstances did you do so?
- c. Did you ever receive a copy of the signed form?
Somewhere
17. a. If someone called you to verify that you enrolled with the EGS, please describe the call.
They called & made it sound like a good deal. They said they were representing PPL.
- 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 - I glanced @ it & threw the rest away after a couple of weeks.
19. Please describe any contacts that you had with EGS agents concerning your problem?
I wrote them in the end of Feb or March & complained about the high bill. It was a \$100.00 more than the year before.
20. If you were able to contact your EGS, please describe the relief, if any, the EGS offered you.
I got a check for \$50.00!!! Only after I had contacted the company (IDT) & the AG's office.
21. Please provide any additional important information about your experience, including payment arrangements or termination notices.
I sent all my information to the Attorney General's office & didn't make any copies. Sorry about that now!!

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.

Gayle Emick

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 Gayle M. Emick Date: 9/19/2014



Commonwealth of Pennsylvania
Office of Attorney General
Bureau of Consumer Protection
15th Floor, Strawberry Square
Harrisburg, PA 17120



GAYLE EMICK
149 CLIFFORD ROAD
SELINGROVE PA 17870-7963

Some of my receipts were accidentally thrown away by my daughter & she said I have my Service 157 receipts, but they don't say which is PPH or etc!

I tried to answer your questions to the best of my ability. I have been in & out of the hospital & my daughter was taking care of a lot of my bills & etc.

Respectfully,
Gayle M. Emick



CONSUMER TESTIMONY

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

1. Please state your name and address.

Calvin S. Hopkins
 PO BOX 335 / 27 W. VIEW TERRACE
 ELDMONTON, PA 15736

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

IDT ENERGY, WENT BACK TO 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.

RATE INCREASED DOUBLE IN 1 MONTH'S BILLING PERIOD

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

SUMMER 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.

Called by sales to SWITCH TO IDT TO SAVE ON ELECTRIC BILL.

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, 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?

telemarketer call to save (B.S.)

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

PROMISED A GREAT SAVING ON ELECTRIC
 IF SWITCHED TO IDT.

8. Did the sales representatives identify themselves as being with the EGS? If so, when?
yes right away - summer 13
9. If you signed up, what was your understanding of the EGS's price?
would be lower rate
10. a. Did you understand how the EGS's price would be set?
told would be variable rate, but low.
- b. If yes, please explain your understanding.
Did not know could double in KWT price.
11. What was your understanding of how long the EGS would charge that price?
at a variable rate - not for long pd time high rate
12. a. Did the EGS salesperson guarantee savings?
yes
- b. If yes, please explain.
promised a lower bill every month!
13. a. Did you believe that you were required to sign up with the EGS?
no - optional
- b. If so, please explain.
was my choice to save money on electric bill.
14. When, if at all, did you receive a disclosure statement (sometimes called the terms and conditions)?
* w/ the bill - 1st, read when received stmt.
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?
Lower Rate ↓ than current supplier
- 16. a. Did you sign an enrollment form?
~~Yes~~ 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.
Called & enrolled me in program to save \$5
- 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?
Rates doubled & said we had to stay another month w/DTT.

20. If you were able to contact your EGS, please describe the relief, if any, the EGS offered you.
No offer - but had to stay X 1 more month w/ them. Finally got a refund check —

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

~~I~~ would never go with a variable rate company again...

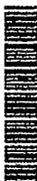
This information may be used in a legal proceeding currently before the Pennsylvania Public Utility Commission (PUC) brought on behalf of the Pennsylvania Office of Attorney General and the Pennsylvania Office of Consumer Advocate.



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 Calvin S Hopkins Date 10/2/2014



CONSUMER TESTIMONY

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

1. Please state your name and address. **Bruce Penberthy**
177 FOX RD POCONO MT. LAKE FOREST
PO BOX 987 DINGMANS FERRY PA 18328

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. **RATES MORE THAN TRIPLED IN**
ONE MONTH WITH OUT NOTICE

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

7. Please describe the sales contacts that you had with the EGS's representative when you signed up for the service.
THEY CALLED ME AND SAID I CAN SAVE AN
AVERAGE OF 10% PER MONTH IF I
USED IDT.

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

Not sure

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

.07¢ KWH

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?

~~until~~ AS LONG AS I WAS A CUSTOMER OF
I thought I would be notified of a rate change

12. a. Did the EGS salesperson guarantee savings?

Yes

b. If yes, please explain.

They told me if I didn't sign up I would
Go into a Default program and my rates would

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

go way up
I thought I had a choice But I was told
IDT Gives the best rates

b. If so, please explain.

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

I Am Not Sure

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

If I received one I Am sure I read it.

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

16. a. Did you sign an enrollment form?

Not sure

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

I was led to believe if I didn't sign up my rates would go way up

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?

~~then~~ when I was aware of the rate hike I was unable to contact IDT and they would not return my calls

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.

met ed. worked out a payment program for me which I am still paying. once IDT heard I signed a complaint they did contact me and sent me a rebate check for 1/2 what I owed.

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.

Bruce Penberthy

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 Bruce Penberthy Date: 10/2/2014



CONSUMER TESTIMONY

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

1. Please state your name and address.

William T. Reese
25 Gilmore Rd
Mill Hall Pa 17751

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

WEST PENN POWER CO.

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

IDT Energy

b. Please describe the problem.

MY electric generation charge went from a little over 6¢/KWH to over .18¢ per KWH in one month (Jan 2014)

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

I believe it was in July of 2013 by telephone solicitation. The representative talked very fast. If she told me the rate could increase that drastically I did not understand at I would not have switched.

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, I SWITCHED TO FIRST ENERGY THE DAY I GOT THAT FIRST huge bill

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

I switched as soon as I could when I got the bill for January 2014 but they could not change the supplier till the next meter reading so I had another huge bill to pay for February, which they raised the rate even more!

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.

AS I MENTIONED, SHE TALKED VERY FAST. SHE WAS SMOOTH I REALLY CAN HARDLY BELIEVE SHE TALKED ME INTO IT, I HATE Telemarketing.

8. Did the sales representatives identify themselves as being with the EGS? If so, when?
She did. I think at the beginning of the call
9. If you signed up, what was your understanding of the EGS's price?
6.2 ¢ Per kWh
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 did NOT realize there was a term
12. a. Did the EGS salesperson guarantee savings?
She said they would be competitive with my current supplier
- 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.
14. When, if at all, did you receive a disclosure statement (sometimes called the terms and conditions)?
About a week later
15. a. If you received the disclosure statement, did you review it before enrolling with the EGS?
I did NOT examine it well but I never signed anything. They just swithed me. FT just said I had 5 business days to cancell the contract.

- b. If yes, what was your understanding of what you would pay for electricity?
6.2 ¢ per kWh
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 had NO Further contact
- 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.
I Tried To call Them a couple of Times and Waited 20 minutes on hold Twice! I never could get Through
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.
21. Please provide any additional important information about your experience, including payment arrangements or termination notices. *I have Two Separate electric Services in my Name at this Address. The other one is a recreational Service which I never gave IDT that account Number but I realized when I started using that Service this Summer that some how They switch that one also,*

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.

William Reese

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 William Reese 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.
JACK R. WITMAN
501 WALNUT ST. APT. 326
READING, PA 19601
2. What is the name of your electric distribution company?
Currently - Mct - Ed
Previously IDT Energy
3. a. Which electric generation supplier (EGS) did you have a problem with, if any?
IDT Energy

b. Please describe the problem.
Bill went from \$20/month to \$100/month
4. a. When, if at all, did you sign up with this electric generation supplier?
9/20/2012

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?
No

b. If no, when did you stop service with this electric generation supplier?
6/2013
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?
A door to door marketer
7. Please describe the sales contacts that you had with the EGS's representative when you signed up for the service.
A woman came to residence & apartment complex offering to save money on energy bill

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

Yes, when she came to the door

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

Understood that provider would be \$20 less than the correct bill

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?

Timeline for any increases were not discussed

12. a. Did the EGS salesperson guarantee savings?

Yes

b. If yes, please explain.

Was made to believe that the bill would be \$20 less a month

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

Do not recall

b. If so, please explain.

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

No / Do not recall

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?
Yes
- b. If yes, when and under what circumstances did you do so?
When sales woman was present
- c. Did you ever receive a copy of the signed form?
Do not recall
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?
No
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.

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.

Jack Witman

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 Jack R. Witman 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.

SHARON HILL
118 E. MORELAND AVE APT A6
HATBORO, PA 19040

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

~~IDT ENERGY INC.~~ PECO ENERGY

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

IDT ENERGY INC.

b. Please describe the problem.

OUTRAGEOUS JUMP IN KWH CHARGES

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

OCTOBER 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 2014, RETURNED TO PECO ENERGY

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?

DOORTO DOOR MARKETER

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

SALES MAN (JOE) STATED A 10-15% REDUCTION
IN ENERGY CHARGES, FROM CURRENT SUPPLIER

8. Did the sales representatives identify themselves as being with the EGS? If so, when?
YES, AT THE TIME HE KNOCKED ON MY DOOR.

9. If you signed up, what was your understanding of the EGS's price?
PRICE WAS AT VARIABLE RATE
WITH A 10-15% REDUCTION FROM CURRENT SUPPLIER.

10. a. Did you understand how the EGS's price would be set?
PRICE WAS TO BE SET AT 0.0600, A LOWER
RATE THAN 0.0925 PER KWH
b. If yes, please explain your understanding.
THIS PRICE WOULD VARY FROM 0.0600 PER KWH
BUT NOT HIGHER THAN 0.0925 PER KWH

11. What was your understanding of how long the EGS would charge that price?
THIS WOULD VARY - BUT NOT SURE HOW

12. a. Did the EGS salesperson guarantee savings?
YES
b. If yes, please explain.
10-15% REDUCTION IN 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)?
OCTOBER 10, 2013

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.
- 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.

I RECEIVED "TERMS OF SERVICE" WITH RATE STARTING HIGHER THAN EXPECTED.

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

I CALLED AND WAITED ON 3 OCCASSIONS THE LONGER I HELD THE LONGER THE WAIT TIME!

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

COULD NOT GET THROUGH TO SPEAK WITH ANY ONE - NO MATTER HOW LONG I WAS ON HOLD!

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

Frustrated - My start rate was higher (0.103) than PECO (0.0925) and jumped to (0.2503) PER Kwh.

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Signature Sharon Hill Date: 9/23/14

My apartment is about 300 sq. ft. !
Feb. '14 charge was 02503 a \$400.00
month!
I've been struggling to pay this off!
not eligible for Lilep!



CONSUMER TESTIMONY

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

1. Please state your name and address.

MILTON THOMAS MOSER
172 HOPE HOLLOW ROAD
LAKE LYNN, PA 15451

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.

TRIPLED + QUADRUPLD MY BILL I'M STILL PAYING
FOR IT.

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

UNKNOWN DATE ABOUT A YEAR AND HALF
AGO

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?

NO

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

SOON AS I WAS ELIGIBLE

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?

MAIL

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

TOLD ME WHAT A GREAT CO. IDT WAS AND
HOW CHEAP THERE ELECTRIC WAS

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

YES UPON ANSWERING THE CALL

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

NA

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?

FOR A YEAR

12. a. Did the EGS salesperson guarantee savings?

YES

b. If yes, please explain.

THEY HAVE SOME OF THE CHEAPEST RATES

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)?

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?
NA
- 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.
19. Please describe any contacts that you had with EGS agents concerning your problem?
NONE WOULDNT ANSWER
20. If you were able to contact your EGS, please describe the relief, if any, the EGS offered you.
PARTIAL ReImbursement which WASNT FAIR I thought
21. Please provide any additional important information about your experience, including payment arrangements or termination notices.
NONE WOULD NOT ANSWER

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Signature Milton Moser Date: 9-29-14



CONSUMER TESTIMONY

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

1. Please state your name and address.

Janice Palma
109 Sweetfern Lane
Dingmans Ferry PA 18328

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

IDT Energy

met Ed - present time since 3/16/14

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

IDT Energy

b. Please describe the problem.

Company misled me to believe that I would be savings money on my electric There offer about third and ninth month free electric

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

Feb 13, 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 called explained the savings and I agreement -

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?

3/16/14

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?

mailing and phone call

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

They made it sound like I would be saving. At first the bills were lower until March 20, 2014 billing.

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?

Never signed anything that I remember

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

I felt at the time I did

b. If yes, please explain your understanding.

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

That their prices would always be cheaper at a savings for me

12. a. Did the EGS salesperson guarantee savings?

Just verbal -

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.

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

A few days later after phone call

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

Read it briefly

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

At a savings plus two months free

16. a. Did you sign an enrollment form?

Not that I 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.

They described the savings - and third and ninth free electric

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

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?

At first couldn't even get through - when I finally did was told they ran out of power and would sent me a rebate ok in the amount \$190.00 - I kept calling to complain wrote Attorney general followed advise received - wrote again - received 3 rebates total of \$482.00

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

3 Rebate check that total \$482.00 on a bill of \$859.78

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

Because of my large bill when I went back to met ed - met ed sent me a shut off notice on 6/19/2014 - unless I agreed to a monthly payment plan - of 296.00

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.

Janice Palma

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 Janice Palma 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.

Nichol Cafone
5685 Sullivan Ter
Nazareth PA 18064

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

February 2013 Bill was \$68.23
March Bill 2013 was \$162.89 with no notification of
rate increase by IDT.

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

April 2012 with no issues until 2013.
I have copy of Term of Service - enclosed

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.

n/a

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 possible after the \$162.89 Bill
Rate increase was 9.4 and jumped to 26.4

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?

mailing then called to sign up.

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

Sales contact was "Ms. ~~Hudson~~ Hudson"
717. 685. 2475.
ext 1189

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

Do not recall

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

It was a free program and the rates were 10% lower than met-ed and they were competitive amongst all companies.

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

According to the whole market and would be lower than everyone else.

b. If yes, please explain your understanding.

I thought they would be cheaper by a few points depending on the current rate.

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

Was not discussed

12. a. Did the EGS salesperson guarantee savings?

Yes!

b. If yes, please explain.

I was advised they'd be competitive w/ their rates.

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)?

April 2012 or May. (enclosed)

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

Rec'd after signing up.

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

16. a. Did you sign an enrollment form?

Do not recall - I do not think so

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

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

no. have all other document not that.

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?

n/a

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

Copy Enclosed

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

Facebook comments - Facebook messages and 2 phone calls on 2/24.

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

We received a small refund. ~~Checked my statements~~ and can not find exact amount. \$35 dollars or so ^{Refund} \$33.88

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

Think E supplied as much as I can. Except the lame excuse of a ~~call~~ written for the rate increase

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.



Nichol Cafone

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 Nichol Cafone Date: 9/19/14





IDT ENERGY, Inc. • 550 Broad Street, Newark, NJ 07102 • www.idtenergy.com • 1.877.887.6866

TERMS OF SERVICE

This is an agreement for electric generation services, between IDT Energy, Inc and **Nichol Cafone**

**5685 Sullivan Trl
Nazareth, PA 18064-9276**

IDT Energy, Inc. is licensed by the Pennsylvania Public Utility Commission to offer and supply electric generation services in Pennsylvania. Our PUC license number is A-2009-2134623. Your generation prices and charges will be set by IDT Energy. The Public Utility Commission regulates distribution prices and services. The Federal Energy Regulatory Commission regulates transmission prices and services.

You will continue to receive your bill from your Electric Distribution Company (EDC) for all supply and delivery charges, your EDC will continue to provide all emergency repairs and services.

Right of Rescission - You may cancel this agreement at any time before midnight of the third business day after receiving this disclosure.

Definitions **Generation Charge** - Charge for production of electricity. **Transmission Charge** - Charge for moving high voltage electricity from a generation facility to the distribution lines of an electric distribution company.

Basic Service Prices -IDT Energy offers a variable price for all electric generation sold under this Agreement. The price for electric generation sold is established on an approximately monthly basis based upon electric generation market pricing as furnished by PJM clearing house, transportation or transmission, and other market and business price related factors. This price may be higher or lower than EDC's price in any particular month. There is no ceiling price. Electric generation supply charges include estimated total state taxes. IDT Energy will comply with all required laws regarding sales tax and will include or exclude the appropriate sales taxes in each jurisdiction served, if any, as required by the Pennsylvania Department of Revenue for all Electric generation supply charges. Customers can call IDT Energy, Inc. Customer Service at 877-887-6866 for current variable pricing rates.

The starting price per electric generation for customers starting on or about 5/15/2012 is **\$0.07505**.

Length of Agreement. You will buy your electric generation services for your use from IDT Energy, Inc. beginning on a date set by your EDC and continuing on a month to month basis until either party provides at least fifteen (15) calendar days' notice of its intent to cancel and until EDC completes the termination in accordance with its rules.

Penalties, Fees and Exceptions - **There are no fees or early cancellation penalties for canceling IDT Energy, Inc.'s variable rate plan.** **Cancellation Provisions** - A residential customer may cancel this Agreement at any time during the three (3) business following receipt of this Agreement by calling IDT Energy at 877-887-6866 or until either party provides at least fifteen (15) calendar days' notice of its intent to cancel and until the EDC completes the cancellation in accordance with its rules..

Renewal Provision - This Agreement shall continue until either party provides at least fifteen (15) calendar days' notice of its intent to cancel and until EDC completes the cancellation in accordance with its rules.

Agreement Expiration/Change in Terms - If you have a fixed term agreement with us and it is approaching the expiration date or if we propose to change our terms of service, we will send you two advance written notices either in our bills or in separate mailings between 45 and 90 days before either the expiration date or the effective date of the changes. We will explain your options in these two advance notices.

Dispute Procedures. Contact us with any questions concerning our terms of service at 877-887-6866. If you are not satisfied after discussing your terms with us You may call or write the Public Utility Commission (PUC).

**Public Utility Commission
PO Box 3265
Harrisburg, PA 17105-3265
800-692-7380**

Contact Information:

Supplier:

IDT Energy,
520 Broad Street
Newark, New Jersey 07102
877 887-6866

**Distribution Company
Provider of Last Resort:**
Pennsylvania Power and Light
PPL Electric Utilities
827 Hausman Road
Allentown, PA 18104-9392

**Distribution Company
Provider of Last Resort:**
Philadelphia Electric Company
PECO
2301 Market Street
Philadelphia, PA 19103

CONSUMER TESTIMONY

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

1. Please state your name and address.

Paul Coughenour
1307 Cannell Drive
Somerset PA 15501

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

Denelec

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

INT Energy

b. Please describe the problem.

the Price per KWH went up 3 1/2 times

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

~~2010~~ I think 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?

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?

telemarketing call

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?

That it would always be lower than Penelec's Price

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.

~~and it~~ I was led to believe that it would always be a savings

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

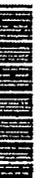
No

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?



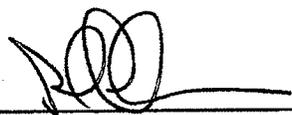
- b. If yes, what was your understanding of what you would pay for electricity?
16. a. Did you sign an enrollment form?
No
- b. If yes, when and under what circumstances did you do so?
- c. Did you ever receive a copy of the signed form?
17. a. If someone called you to verify that you enrolled with the EGS, please describe the call.
- 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?
20. If you were able to contact your EGS, please describe the relief, if any, the EGS offered you.
They offered a small courtesy Refund, but when the check arrived, it was actually a larger amount. However
21. Please provide any additional important information about your experience, including payment arrangements or termination notices.
It was still not a large enough Refund to make the Rate competitive

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.

Paul Coughenour

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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  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.

CHARMAINE STRIZAK
246 CENTRE ST. APT. 110
FREELAND, PA. 18724

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

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

EDT ENERGY

b. Please describe the problem.

BILL WAS TOO HIGH

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.

NO CONTACTS WITH THEM

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?

AT LEAST ONE YEAR

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?

DID NOT SIGN UP

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

NONE

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.

N/A

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.

N/A

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

N/A

b. If so, please explain.

N/A

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?
N/A
16. a. Did you sign an enrollment form?
N/A
- 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.
N/A
- 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.
N/A
19. Please describe any contacts that you had with EGS agents concerning your problem?
N/A
20. If you were able to contact your EGS, please describe the relief, if any, the EGS offered you.
N/A
21. Please provide any additional important information about your experience, including payment arrangements or termination notices.
N/A

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.

Charmaine Strizak

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 Charmaine A Strizak 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.

JEROME M ANTEL
1370 STEWART RD
MCDONALD MA 15057

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

AT this time First Energy Solutions
Acc# 100-097-648-340

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

IDT

b. Please describe the problem.

~~The~~ My Bill for the month of Feb. 2014
was 3/5 times my normal bill

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

Did not sign up with 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.

NONE - Some time "I was told" that I "ok" this XFER
I do not EVER remember doing this

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?

Put Hold on ACC ~~March~~ 2014
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?

went on website

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

went on website ?

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?

Did not sign up

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)?

NEVER

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.
? Did not get 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?
Talked with Joyce in March
could not do any xfer → went to website.
- 20. If you were able to contact your EGS, please describe the relief, if any, the EGS offered you.
could not get to
- 21. Please provide any additional important information about your experience, including payment arrangements or termination notices.

Talked to Bonnie at West Penn.
was told could not lower payment
could put on Payment Plan → chose to drop and so to

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.

First Emb...

Jerome Antel

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Signature Jerome M Antel Date: Sept 20th 2014



CONSUMER TESTIMONY

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

1. Please state your name and address.

Jaimie Carns
222 Ridge St Box 87
Smock Run Pa 16681

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

Penetec

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

IDT Energy

b. Please describe the problem.

They got added to my Penetec bill without my knowledge and they said I would have had to agree. When asked for proof (contract, recording, etc) they would not provide me such info. Feb 2014 I got a 700 power bill from them when my average was 200.

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

I have no memory of signing with them and they would not give me a date.

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?

Feb 2014 after 700 bill.

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?

No recollection of signing up.

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?

Had no idea until \$700 power bill came.

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?

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 to my memory

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.

NO

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

I called everyday 3-4 times a day to speak to someone about my "contract" for 2 weeks. NO reply when I asked them why my bill was high it was weather related

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.

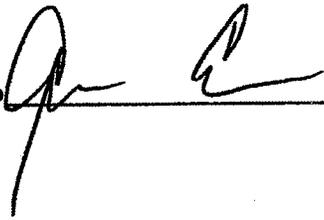
Penelope Set me up with payment plan that I can barely afford now. I will be paying until next year!

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Signature  Date: 9/22/2014



CONSUMER TESTIMONY

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

1. Please state your name and address.

EARL BORN
11970 STOKER ROAD
GIRARD PA. 16417

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

b. Please describe the problem.

A SPIKE IN MY BILL

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

I DO NOT REMEMBER SIGNING WITH THIS CO.

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.

N/A NO CONTACT.

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 - 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?

N/A

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.

N/A

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.

N/A

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

N/A

b. If so, please explain.

N/A

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

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

~~N/A~~
When I called to question the amount due on my bill, I was told it was probably due to the Polar Vortex. If you were able to contact your EGS, please describe the relief, if any, the EGS offered you.

I received a rebate check (\$80.00-\$90.00) est. around June 2014, based on the call with the customer care agent. It stated in the letter.

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

N/A

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Earl Born

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.

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Signature Earl Born Date: 9-23-2014



CONSUMER TESTIMONY

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

1. Please state your name and address.

Diane Gunnels
PoB 342
Canadensis, PA 18325

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

Now its PPL.

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

IDT Energy, Newark, NJ

b. Please describe the problem.

Received 2 outrageous electric bills.

KWH used did not go up by much
but they doubled price.

12/26/13: \$358.38, 1/29/13: \$462.94, 2/27/14: \$800.30, 3/27/14: \$955.62
KWH 2696, KWH 3639, KWH 3657, KWH 3627

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

I did, but don't remember exactly when I started
however, I have paperwork stating they
were my supplier in 3/2012.

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?

No.

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

After I received my \$955.62 bill.

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 telemarketing - they called
with a better offer.

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

It was over the phone.
Don't remember.

KWH
Rate
Sept 13 .073
(11k)
Sept 13
26th
- 104
Nov 13
- 101
Dec 13
- 096
Jan 14
- 092
Feb 14
- 182
Mer 14
- 227.

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

Don't know what EGS is.
They said they were IDT.

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

They only said they were always looking
for the lowest price.

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

They would be going out Monthly to get the
best price.

b. If yes, please explain your understanding.

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

Every Month.

12. a. Did the EGS salesperson guarantee savings?

yes!

b. If yes, please explain.

Said Always looking for lowest price.

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)?

Don't remember if I
even got 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?
I don't think so. , It was All over the phone nothing mailed.
- 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.
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.
No.

19. Please describe any contacts that you had with EGS agents concerning your problem?
After the \$800 bill I called. The representative said the rates were going down 30% the next month. However they went up from .18 to .22 rate, the next month - instead of decreasing. My next bill was \$955. I called again and they sent me a rebate. I received a rebate of \$165.00 (about) rebate (After about 6 weeks) cancelled anyway. I then a 2nd check for \$619.00. then a 3rd check for about \$200.00

20. If you were able to contact your EGS, please describe the relief, if any, the EGS offered you.
I received a rebate of \$165.00 (about) rebate (After about 6 weeks) cancelled anyway. I then a 2nd check for \$619.00. then a 3rd check for about \$200.00

21. Please provide any additional important information about your experience, including payment arrangements or termination notices.
When I was promised a 30% decrease after 1st bill, I stuck with them. Sadly instead of going down rate went up. then I cancelled with them.

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BCP EGS *I have copies of MOST of the info I sent including a list of transactions from 2/12 to 3/14 of electric bills (from PPL)* BCP-14-05-017237

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Signature Diane Gunnels 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.

Kevin L. GATES
2138 Pineview Drive
Hollidaysburg, PA 16648

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.

IN FEBRUARY OF 2013 MY ELECTRIC BILL DOUBLED IN PRICE MY
KILOWATT PER HOUR WENT FROM .95¢ TO .22¢

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

OCT. OF 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?

NO

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

MARCH OR 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?

TELE-MARKETER

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

THEY TOLD ME IF I SIGNED WITH Z.O.T. I WOULD SAVE
PER KILOWATT HOURS AND STILL HAVE MY PENELEC SERVICE



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

Yes - Oct of 2012

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

It would be cheaper than my Penelec Price

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?

Yes

12. a. Did the EGS salesperson guarantee savings?

Yes

b. If yes, please explain.

They said their price would raise only if Penelec's did, but still would be a couple of cents cheaper

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)?

within the 1st month

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

NO, I signed up over the phone before receiving the info.

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

A couple of cents per kilowatt cheaper than Penelec

16. a. Did you sign an enrollment form?

Not sure

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

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

Not sure

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?

I contacted Penelec they told me it was a charge for a demand of electric use

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

I never talked to anybody from E.G.S.

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

my average electric bill was around 255.00 per month
Jan of 2014 it ~~was~~ was 453.32 Dec. of 2013 it was 172.37
I was put on a budget plan of 255.00 per month

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Signature Kevin L. Gates 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. *Mary O. Wheeler
3 Rosemont Ave.
Lewistown, PA 17044*

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. *price gouging => went up very quickly => would not answer phones => kept me on hold for a long time & wouldn't call back when I left my name & number; promised rebate*

4. a. When, if at all, did you sign up with this electric generation supplier? *Checks were tiny in amount.*
I signed up but not sure of date. the print out I kept at their correspondence has no date. First bill I have from them is 6/27/13

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.
N/A

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?
2/16/14

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?
-> directed me to website + I filled out form.

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?

N/A

9. If you signed up, what was your understanding of the EGS's price? *I have copy of the mailing.*

Guaranteed rates below utility for 2 months plus 2 free months of electricity. Competitive Variable rates hereafter. Also Annual rebate check based on Actual usage And agents readily available 7-7pm M-F.

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

Not really I guess since I got zapped w/ bills around \$300 last winter. I thought Competitive meant competitive. I signed

b. If yes, please explain your understanding. *up to try to save \$. I figured it might be a little more expensive sometime but NOT hundreds of Dollars more.*

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

It would fluctuate monthly but again, I expected it to be close.

12. a. Did the EGS salesperson guarantee savings?

flyer guarantees for 2 months then says "take Advantage of Competitive rates now + continue to benefit when rates fall"
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.

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

I didn't receive one in mail. Looking @ sign up. There was a link to click, but I don't have it printed out which is unusual for me since I keep

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

NOT sure

Everything (hence the flyer!)

- b. If yes, what was your understanding of what you would pay for electricity?
—
16. a. Did you sign an enrollment form?
electronically
- b. If yes, when and under what circumstances did you do so?
I went to their website, but there is no date on it.
- c. Did you ever receive a copy of the signed form?
I printed it out (enclosed)
17. a. If someone called you to verify that you enrolled with the EGS, please describe the call.
don't think they did
- 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.
enclosed
19. Please describe any contacts that you had with EGS agents concerning your problem?
on hold for hours @ a time. "Experiencing high call volume" would leave name & number for them to call back. They never did.
20. If you were able to contact your EGS, please describe the relief, if any, the EGS offered you.
I filed w/ PUC Also. Got a check for amount \$200-300 as resolution. Can't find exact amt. right now but took it since I figured that was better than nothing.
21. Please provide any additional important information about your experience, including payment arrangements or termination notices.

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Mary Wheeler

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Signature Mary Wheeler Date: 1/25/14



SWITCHING IS EASY – Try IDT Energy Service To

Exh. MW-1

We are one of the largest independent energy suppliers in the Northeast. We offer:

- NO contracts or cancellation fees
- NO up-front fees or deposits
- NO interruptions to initiate service
- NO special service calls to switch
- PLUS we proudly keep jobs in the US with customer care, sales and administrative teams located in the states we serve!



Electric prices rise and fall. We shop the wholesale energy market in an effort to reduce your annual energy costs. Take advantage of competitive rates now and continue to benefit when rates fall.

Try us risk free. If you are not completely satisfied, you can cancel at any time with no penalty.

Please have your Penelec bill and customer number ready.

Call 877.437.1155 (M-F 8:30am to 8:30pm) or visit www.PenelecSaves.com now!

*This exclusive offer is available to Met-Ed and Penelec customers switching their electric supply to IDT Energy for the first time. Introductory electric supply rates are guaranteed to be below the utility rate for the first two months of active service. Then, the third month free (not to exceed \$75) and ninth month free (not to exceed \$75) will each be paid in the form of an automatic rebate. Actual rebate amount will vary based on actual electric usage during the rebate term. Third month rebate to be paid in month six and ninth month rebate to be paid in month twelve. Customer must retain active service in good standing when the rebate is paid. To take advantage of this offer, you must enroll by 3/31/2012.

THIS INCREDIBLE OFFER HAS BEEN EXTENDED!

Guaranteed rates below the utility for 2 months



More than 1,000,000 of your neighbors in PA, NY and NJ have enrolled with IDT Energy. Our goal is simple - to reduce your annual energy expenses.

Try us risk-free and get -

- Rates guaranteed below the utility for 2 months
- Month 3 FREE*
- Competitive variable rates thereafter
- An additional BONUS month FREE*



Please have your Penelec bill and customer number ready.

Call 877.437.1155 (M-F 8:30am to 8:30pm) or visit www.PenelecSaves.com now!

*See other side for details

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- NO up-front fees or deposits
- NO interruptions to initiate service
- NO special service calls to switch
- PLUS we proudly keep jobs in the US with customer care, sales and administrative teams located in the states we serve!



Electric prices rise and fall. We shop the wholesale energy market in an effort to reduce your annual energy costs. Take advantage of competitive rates now and continue to benefit when rates fall.

Try us risk free. If you are not completely satisfied, you can cancel at any time with no penalty.

Sign Up (Items marked with * are required.)

First Name:*
Mary

Last Name:*
Wheeler

Company Name:

Phone Number:*

Email Address: *
mary.wheeler1@comcast.net

mary.wheeler1@comcast.net

Enter Email

Confirm Email

Information collected is intended for IDT Energy use only. We will not share your personal or email information with any external parties.

Service Address: *
3 Rosemont Ave.

City: *
Lewistown

State: *
Pennsylvania

Zip: *
17044

Services

MetEd and Penelec customers: Please enter your customer number. It starts with 080 and can be found on page 3 of your electric bill.

Services You Want From IDT Energy: *
Electric

Current Electric Company: *
Pennsylvania Electric Company (Penelec)

Account/POD Company: *

Letter of Authorization

By entering this Sales Agreement & Letter of Authorization electronically, I authorize IDT Energy to enroll me in the rate plan indicated on this form and initiate service under the terms and conditions of IDT Energy's Sales Agreement. I agree to purchase energy supply from IDT Energy beginning on the date the change in provider to IDT Energy is effected by the utility. I designate IDT Energy as my agent for receiving customer billing information from the local distribution company (LDC), and for procuring and scheduling the transmission and ancillary services necessary to deliver electricity and/or natural gas purchased by IDT Energy from the LDC system.

I acknowledge that I have read and accept all of IDT Energy's Terms & Conditions. Electronic acceptance of these terms of service is a Sales Agreement to initiate service and begin enrollment. This agreement authorizes IDT Energy to obtain account information from the utility company. I may cancel my authorization within three (3) business days for any reason by calling toll-free at (877) 887-6866. If not cancelled within three (3) business days from date of entry this Sales Agreement will be considered accepted. I may rescind authorization for release of my information at any time.

[Click here to view and print Terms and Conditions.](#)

[Click here to view and print Statements of Principles.](#)

[Click here if you are the authorized person to make this decision and agree to the above terms.](#)

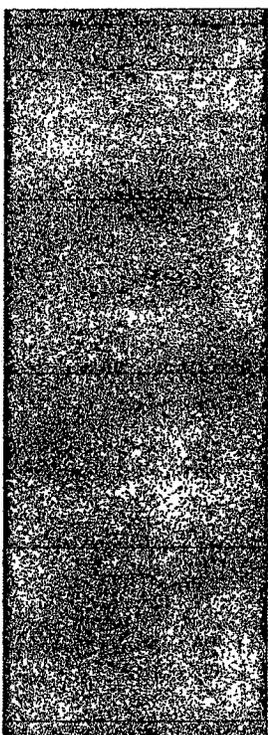
Submit

*This exclusive offer is available to Met-Ed and Penelec customers switching their electric supply to IDT Energy for the first time. Introductory rates are guaranteed to be below the utility rate for the first two months of active service. Then, the third month free (not to exceed \$75) and ninth month free (not to exceed \$75) will each be paid in the form of an automatic rebate. Actual rebate amount will vary based on actual electric usage during the rebate term. Third month rebata to be paid in month six and ninth month rebata to be paid in month 12. Customer must retain active service in good standing when the rebata is paid. To take advantage of this offer, you must enroll by 12/31/2011.



Energy

WE EMPOWER YOU!



Dear Mary,

Thank you for choosing IDT Energy as your energy supplier. We're one of the leading suppliers of electric and natural gas in your region. When you selected us you took advantage of our "12-Month Electric Rebate" offer. As promised when you enrolled, below is your rebate check based upon your actual electric usage over the last 12 months.

As a special BONUS for remaining a customer, we'll continue to send you an annual rebate* check every 12 months, for as long as you remain enrolled in our program. Plus, if you enrolled your natural gas meter with us, you can expect a separate annual rebate based on your natural gas usage as well. Our goal is to reduce your energy expenses and it's just our way of saying thank you for being a customer.

For even more opportunities to save, visit us online at www.idtenergy.com to check out our new Refer-a-Friend program. Get \$25 for each referral that becomes a customer. It's a great opportunity to earn more cash rewards.

Remember, we work in cooperation with your local utility to provide the safe, reliable energy you depend on, with the added convenience of our own dedicated Customer Care team here to assist you. For questions or to add services, please call us at 877-887-6866. Our agents are based right here in the US and are ready and waiting to help. Office hours are 8:00am – 7:00pm, Monday through Friday.

Once again, thank you for choosing IDT Energy as your energy supplier.

Sincerely,

Anne L. Wilson
Executive VP Marketing
IDT Energy, Inc. (www.idtenergy.com)

*Special BONUS will be paid based on your energy consumption for each consecutive 12-month period you remain a customer in good standing. At the end of every 12 consecutive months, IDT Energy will issue your rebate based upon the amount of energy supplied by IDT Energy during the 12-month term. Customers who use an average of 1,000 therms (natural gas) and 12,000 kWh (electric) could see an annual rebate of up to \$150 or more. Actual rebate amount will vary based upon usage during the rebate term. Rebate not valid if service is terminated prior to 12 consecutive months. IDT Energy reserves the right to end this special promotion at any time.

IDTE-HEB-004

CONSUMER TESTIMONY

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

1. Please state your name and address.

Carey L. Lancaster
3537 Hyndman Rd.
Hyndman, PA 15545

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 Inc.

b. Please describe the problem.

Extremely high rates that went up without any notification & the IDT representative specifically assured me that they always offer the lowest rate available.

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

I did not "sign" anything. The supplier contacted me over the phone was dishonest about how the rates can increase.

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.

Over the telephone in May 2013, I believe.

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 2013, I received the outrageously high bill in Feb. & tried to work it out with IDT before contacting West Penn.

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 rep. stated IDT could save us money & that they always offer the lowest rates available. They specified that I would not need to "shop around" for lower rates. They

BCP EGS Stated that they always offer the lowest rates available. OCA

8. Did the sales representatives identify themselves as being with the EGS? If so, when?
Yes. After asking who our current supplier is
† stating that they can save us large amounts on our electric bills.
9. If you signed up, what was your understanding of the EGS's price?
That they offer the lowest rates available.
10. a. Did you understand how the EGS's price would be set?
I was told it would always be an equal or
lower rate than competitors † consumers wouldn't have
to worry about comparing rates
b. If yes, please explain your understanding.
11. What was your understanding of how long the EGS would charge that price?
I understood rates could change, but it was
explained that the rates are the lowest available.
12. a. Did the EGS salesperson guarantee savings?
Yes
b. If yes, please explain.
It was explained the rates would be the "lowest
available rates".
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)?
Never
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 one called after the first call. I actually called them back, because I called West Penn to verify IDT was legit. It was ~~never~~ never explained how the rates could go up. West Penn b. Was the EGS's sales agent present during the call? later told me they were unable to give me info. on how IDT operates.

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 contacted them regarding the issue.

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

They told me they overcharged customers & my bill of approximately \$2,300.00 was being lowered to approximately \$650.00 & I ~~was~~ was given a "good faith check" of \$445.00. I did receive the check however the balance did not change.

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

I called IDT because the balance did not go down & on my call back they said they couldn't lower the balance, we did receive a turn off notice which is why I had to file a complaint. The only payment plan that was offered to me was paying approximately \$350.00 per month for 3 years. which is outrageous compared to what we usually pay. we have been paying current charges

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 P.U.C.

Carey Lancaster

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: 9/24/2014

