

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

CONSUMER DIRECT TESTIMONY
 ADMITTED BY STIPULATION

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

AND

THE PENNSYLVANIA OFFICE OF CONSUMER ADVOCATE

VOLUME 2

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 2

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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.

JAMES R. SKOVIRA
3441 ROUTE 130
ACME, PA. 15610

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

WEST PENN POWER

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

IDT ENERGY

b. Please describe the problem.

RADICAL INCREASE IN PRICE PER KWH
APP. 350%

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

NEVER SIGNED ANYTHING - DONE OVER THE PHONE
I BELIEVE IT WAS LATE SUMMER 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.

TELEPHONE CONTACT ONLY

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

'NO'

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

I GOT NOTICE IN FEB, 2014 IT HAD
SWITCHED BACK TO WEST PENN POWER

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, VERBAL, BAD MISTAKE ON MY PART

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

I THINK I TALKED TO THIS LADY FOUR TIMES

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

YES, I THINK EACH TIME WE TALKED

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

IT WOULD 'ALWAYS' BE LESS THAN CURRENT SUPPLIER

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

NO

b. If yes, please explain your understanding.

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

ALWAYS LESS

12. a. Did the EGS salesperson guarantee savings?

YES, SAID I COULD SWITCH BACK ANYTIME

b. If yes, please explain.

THAT I DID NOT LIKE THE SERVICE

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

NO - NOT REQUIRED

b. If so, please explain.

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

DON'T RECALL RECEIVING ANYTHING OF SUCH

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?

NA

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

CANNOT RECALL ANY SUCH CALL

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

NA

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

I DON'T THINK SO,

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

I TRIED FOR TWO DAYS TO GET SOMEONE ON THE PHONE, FINALLY THEY CALLED ME, THEY TRIED TO EXPLAIN WHY THE RATE HAD CHANGED

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

I WAS ABLE TO GET THE PRICE CUT APPROXIMATELY 50%. OR COURSE I HAD TO PAY THE FULL AMOUNT - THEN WAIT 6 WEEKS TO

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

I WAS INFORMED THAT IF I DIDN'T PAY THE FULL AMOUNT UP FRONT - I WOULD RUN THE RISK OF TERMINATION. I WOULD LOVE TO HAVE MILLIONS OF DOLLARS FOR SIX WEEKS

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.



James Skovira

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.

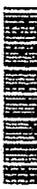
Signature James P. Skovira Date: 24 SEPT 2014



CONSUMER TESTIMONY

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

1. Please state your name and address.
Cameron Royer
138 Clover Lane
Pleasant Gap Pa 16823
2. What is the name of your electric distribution company?
West Penn Power
3. a. Which electric generation supplier (EGS) did you have a problem with, if any?
IDT Energy
- b. Please describe the problem.
Extremely high electricity charges during January and February of 2014. They were typically higher by a small amount but we were promised a check near our anniversary of contract to help offset that.
4. a. When, if at all, did you sign up with this electric generation supplier?
Approximately July 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 2, 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.
Do not remember



8. Did the sales representatives identify themselves as being with the EGS? If so, when?
Yes but again it was so long ago I do not remember all the details.
9. If you signed up, what was your understanding of the EGS's price?
That it was competitive and would be very comparable to others.
10. a. Did you understand how the EGS's price would be set?
We thought we did.
- b. If yes, please explain your understanding.
11. What was your understanding of how long the EGS would charge that price?
It would change to keep giving us the best rate available
12. a. Did the EGS salesperson guarantee savings?
Some what
- b. If yes, please explain.
We were told in October they do rebate checks that keep them competitive.
13. a. Did you believe that you were required to sign up with the EGS?
No.
- b. If so, please explain.
14. When, if at all, did you receive a disclosure statement (sometimes called the terms and conditions)?
July 3, 2012
15. a. If you received the disclosure statement, did you review it before enrolling with the EGS?
Not sure

- 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.
- b. If yes, when and under what circumstances did you do so?
- c. Did you ever receive a copy of the signed form?
We never received a copy.
17. a. If someone called you to verify that you enrolled with the EGS, please describe the call.
Again do not 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.
Yes on July 3, 2012, it included the terms of service
19. Please describe any contacts that you had with EGS agents concerning your problem?
Contacted beginning of March 2014. Was on the phone for over 1 hour and they offered \$100 in refund although the difference was \$1403
20. If you were able to contact your EGS, please describe the relief, if any, the EGS offered you.
They did give a refund of \$883 on May 8th, 2014.
21. Please provide any additional important information about your experience, including payment arrangements or termination notices.

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Signature Cameron W. Royer Date: 10/14/14



CONSUMER TESTIMONY

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

1. Please state your name and address.
Thomas + Cindy Bartkus
70 Great Bend Tpk
Susquehanna PA 18847
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?
FDT Energy.
b. Please describe the problem.
Continuous increase in bill until we were paying double.
4. a. When, if at all, did you sign up with this electric generation supplier?
2012
b. If you did not sign up, explain the contacts, if any, you had with the sales agents before you were transferred to the EGS.
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 offering to lower our electric bill.

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?

I don't remember - lower than Perelec

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

I thought so. They didn't say they would raise the price

b. If yes, please explain your understanding.

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

I thought permanently

12. a. Did the EGS salesperson guarantee savings?

yes

b. If yes, please explain.

We would save a lot from the current bills we were getting

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)?

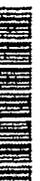
never

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.
I don't remember a second 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 tried to call - couldn't get through
or put on hold
20. If you were able to contact your EGS, please describe the relief, if any, the EGS offered you.
Nothing
21. Please provide any additional important information about your experience, including payment arrangements or termination notices.

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Signature Cindy Bartkus Date: 10-1-14



Received 9/22/14

CONSUMER TESTIMONY

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

Richard Teegarden

1. Please state your name and address.

RICHARD TEEGARDEN
60 HAZELETT LANE
WASHINGTON PA 15301

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.

January's bill was 230.00
February's bill was 433.35
March's bill was 506.19

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

I believe 2 yrs before (was 11-20-12)

- 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 was the last bill from IDT

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?

by phone

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

by phone

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

yes when I asked what company they worked for as IOT meant nothing to me

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

that it would be .0691 per kWh

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

yes

b. If yes, please explain your understanding.

I understood that .0691 was the cost

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

that if it was going to change they would notify me by letter

12. a. Did the EGS salesperson guarantee savings?

yes

b. If yes, please explain.

IOT price was lower than West Penn Power

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)?

did not receive that I remember

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?

069 / 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?

no

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

no

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

no First Energy

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

no

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

Called and cancelled First Energy 2/4/14
Got another bill March 3/8/14 telling them
I had cancelled the service in February. Was
told the March would be last bill.

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

Got no satisfaction from First Energy (FDT)
So my sister went to Tim Solobay office

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

The lady in the office gave her a form for
me to fill out and send it back to her. She
was sending it to Pa. Attorney General's office and

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. Pa. PUC

finally received a refund check for \$489.00

Richard Teegarden

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Signature  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.

DAVID SWIFT 204 WYMP'S GAP RD
SMITHFIELD PA 15478

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

WEST PENN POWER

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

IDT ENERGY

b. Please describe the problem.

I usually get a bill for 150-\$200 AND IDT PROMISED TO GIVE LOWER RATES BUT, MY BILL WAS 1,149.28 I AM DISABLED AND RECEIVE 743.00 mth.

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

2012 or 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 me on phone and offered _____

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?

5/19/2014

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?

Phone Telemarketing

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

Promised lower rates and at first there were and then I get a bill for 1,149.28. Now it's 709.13

BCP-EGS

BCP-14-05-010740



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

Don't Remember

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

*Don't Remember EXACTLY
BUT lower rate*

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

NO

b. If yes, please explain your understanding.

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

DID NOT UNDERSTAND

12. a. Did the EGS salesperson guarantee savings?

YES

b. If yes, please explain.

Lower Rates

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

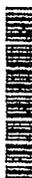
b. If so, please explain.

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

I AM NOT SURE

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

Don't ~~Remember~~ Remember



b. If yes, what was your understanding of what you would pay for electricity?
Rate Lower Rates than my Current Electasc

16. a. Did you sign an enrollment form?
I don't Remember

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?

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

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

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David Swift

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Signature David Swift 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.
BARRY J. BROWN
2421 IRON SPRINGS RD.
FAIRFIELD, PA 17320
2. What is the name of your electric distribution company?
IDG
3. a. Which electric generation supplier (EGS) did you have a problem with, if any?
IDG
b. Please describe the problem. *upped the Bill*
4. a. When, if at all, did you sign up with this electric generation supplier?
2 to 6 months before that time.
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?
month later
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. *I could get Elec. chatter then Any place at the time.*

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

When they first called.

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

At first, it was low after a few months it jumped up.

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

no

b. If yes, please explain your understanding.

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

Did not say

12. a. Did the EGS salesperson guarantee savings?

Just by word of mouth

b. If yes, please explain.

side it would stay at that price for 1 year.

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)?

Did not.

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



- b. If yes, what was your understanding of what you would pay for electricity?
16. a. Did you sign an enrollment form?
NO
- b. If yes, when and under what circumstances did you do so?
- c. Did you ever receive a copy of the signed form?
17. a. If someone called you to verify that you enrolled with the EGS, please describe the call.
- b. Was the EGS's sales agent present during the call?
18. Did you receive a Welcome Letter or other mailings from the EGS? If yes, please explain.

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

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

Took a little of the Elec. Bill.

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

most of the term arrangements was do on the phone

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Barry Brown

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Signature  Date: 9-21-14



CONSUMER TESTIMONY

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

1. Please state your name and address.

Sally Johnson
22071 State Rt Montrose, Pa. 18801

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

was IDT Inc.

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

IDT Inc.

b. Please describe the problem.

prices were outrageous

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

around March 2013

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

received a call on the phone asking all kind of question about my regular electric company and the next thing I am signed up with IDT Inc.

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

not with IDT Inc.

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

around 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 I believe

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

same as 4b.

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?

prices would be around 0.0625 a month
but keep climbing as the papers show that
I'm sending you.

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

no

b. If yes, please explain your understanding.

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

I thought the price would be 0.0625 a month

12. a. Did the EGS salesperson guarantee savings?

yes

b. If yes, please explain.

I thought the price would be around 0.0625
a saving from Penelec. Co.

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

no

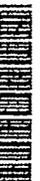
b. If so, please explain.

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

I sent the terms to you. Don't remember
when I received the paper.

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

no got after the time period



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

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

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

- c. Did you ever receive a copy of the signed form?
no

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

- 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 just term of service

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

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

- 21. Please provide any additional important information about your experience, including payment arrangements or termination notices.
they said they couldn't help me with the high bills for the 2 month that I would have to call Penelec. and Penelec said IDT, Inc.

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 Sally Johnson Date: 9/26/14





Penelec
PO Box 16001
Reading, PA 19612-6001
1-888-478-2300 (Toll-Free)
www.firstenergycorp.com/contactus

Date: February 26, 2014
Customer Number:
Load Profile: GSCS
Rate:
Standard Residential - PN

00004798 01 MB 0.435
SALLY J JOHNSON
22071 STATE ROUTE 29
MONTROSE PA 18801-7022

Service Address:

22071 STATE ROUTE 29
MONTROSE PA 18801

Dear SALLY J JOHNSON,

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 Penelec of your selection, and you will receive a letter from Penelec confirming your choice.

Under our tariffs, Penelec 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 Penelec has not been notified by a supplier prior to the 10 days, you will return to Penelec's default service tariff rates for that billing month.

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.

Penelec



PARC06-01 14 11

**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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Sally J. Johnson
YOUR NAME

27071 State Rt. 29
ADDRESS

Montrose Pa. 18801 Susq.
CITY STATE ZIP COUNTY

HOME PHONE NUMBER BEST NUMBER TO CALL DURING THE DAY

IDT Energy
NAME OF BUSINESS COMPLAINT IS AGAINST

3/6/14 IDT Energy, called,
Called Public Utility Commission and

NAME OF OWNER OR OTHER INDIVIDUAL TO WHOM YOU COMPLAINED:
Called your office 3/4/14 and Kenelec.

ADDRESS

CITY STATE ZIP COUNTY

PHONE

WEBSITE/E-MAIL ADDRESS

PRODUCT(S) OR SERVICE(S) PURCHASED	DATE OF PURCHASE	PURCHASE PRICE
<u>IDT Energy</u>	<u>April 2013</u>	<u>6.6625</u>

To what other agencies have you complained?

What action was taken?

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?

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 WNEP T.V.
 Internet
 Other - Please Specify

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

1-800-441-2555

Please explain your complaint. You may use additional sheets if necessary. Please print or type clearly. Try to be brief, but be sure to tell WHAT happened, WHEN it happened and WHERE it happened. Be specific about any oral statements the business made to you, ESPECIALLY those that influenced you to deal with the company. Describe events in the order in which they happened. Attach COPIES of all contracts, letters, receipts, canceled checks (front & back), advertisements or any other papers that relate to your complaint.

Complaint of high electric bill for January 18, 2014 thru February 17, 2014. Energy Charge 1930 kWh @ 0.2382 per kWh. When the month before energy charge 1781 kWh @ 0.909 per kWh. I know I used a little more electric but the price was outrageous. When I called IDT I waited a hour and half to speak to someone, and they said this was the cheapest they could get. I hope the next bill isn't at the same price. I can't afford this. This is higher than the main electricity company that I had before changing companies there rate was 7.19 cent per kWh. IDT has been increased my bill since the first one that they said would be 0.61. I have sent all the bills since I started with IDT. They said they couldn't help me, but could give me a rebate check in

WHAT WOULD YOU LIKE THE BUSINESS TO DO TO SETTLE YOUR COMPLAINT?

PLEASE READ CAREFULLY

The Attorney General cannot act as your private attorney. As a law enforcement agency, the primary function of the Office of Attorney General is to represent the public at large by enforcing laws prohibiting fraudulent or deceptive trade practices that impact the public interest.

The Attorney General, through the Bureau of Consumer Protection ("Bureau"), provides a mediation service to consumers where an attempt may be made to mediate individual consumer complaints which fall within the Bureau's jurisdiction. The information you provide will be used in an attempt to resolve your complaint and will be shared with the party(ies) against which the complaint is filed. Additionally, your complaint may be shared with or referred to other Governmental Law Enforcement or Regulatory Agencies.

NOTE that we cannot mediate a matter which is or has been the subject of legal action.

Your complaint will be kept on file and may be used to establish violations of PA law.

By signing below:

1. I certify that the information provided in my complaint, including my identity and any factual statements or allegations, are true and correct to the best of my knowledge, information and belief.
2. I certify that I have read and understand the informational sheet about the mediation process; and, further certify my understanding that the Bureau cannot provide individual legal representation to me.
3. I certify that I have authorized the Bureau to contact the party(ies) against which I have filed a complaint; and, that I further authorize the party(ies) against which I have filed a complaint to communicate with and provide information related to my complaint to the Bureau.
4. I certify that I have authorized the Bureau to transfer my complaint, and any or all attachments related to it, to another federal, state, local or other agency which may have jurisdiction over this matter.

Suey J. Johnson
YOUR SIGNATURE

3-6-14
DATE

6 to 8 wks of \$115.00 a one time deal. They said I could not work out a paymt deal with them that I had to call Penelec and Penelec said I would have to do that with them. So I asked family to help me with my electric bill so it would be on time. I was paying about \$250.00 the last few months for my electric. I have yellowed Penelec charge and IDT charges as you can see they have been charging more then ~~Penelec~~ Penelec. I did called to cancel with IDT on 2/25/14. and I waited another hour and half to talk to someone. again. I do think that is a long time to wait on a phone to talk to someone. When they first called me to change companies there way was getting all information about Penelec and that I would have a cheaper rate @ 0.0625 kw/ I didn't realize that my bills would increase every month. I feel my bill should of been about \$250.00 for the month they billed me \$550.38 @ rate of 0.2382. My husband is on fixed income and not in good health dying of cancer and on O₂ daily and this upset both of us very much. I work 4 days a week. They didn't notify us that the bill would be doubled. We just make ends meet now with out a surprised bill like this. We need your help in this matter. Please: and Thank.

Jally

TDT

Penelec. acct#



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

SALLY JOHNSON

22071 State Route 29 Montrose, PA 18801

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 the LDC'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 [REDACTED]

Rebates and Special Promotions - From time to time IDT Energy may offer a Rebate Program. If a Customer participates in IDT Energy's 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, at which point it shall revert to the variable price. IDT will send any rebate or promotion payment to the customer address given to IDT at the time of sign up. It is the responsibility of the customer to notify IDT of any changes to the customers billing address either in writing to: 550 Broad Street, Newark NJ 07102 or by calling IDT customer service at 877-887-6866. IDT 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, 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 five (5) 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, 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, 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, 1-800-686-0021

LICENSED BY: NY PUBLIC SERVICE COMMISSION, NJ BOARD OF PUBLIC UTILITIES, NJ BOARD OF PUBLIC UTILITIES, PA PUBLIC UTILITIES COMMISSION, MD PUBLIC SERVICE COMMISSION, FEDERAL ENERGY REGULATORY COMMISSION
MEMBER OF NATIONAL ENERGY MARKETERS ASSOCIATION • DIRECT MARKET PARTICIPANT: NYISO, PJM • IDT ENERGY, INC IS A WHOLLY OWNED SUBSIDIARY OF GENIE ENERGY, LTD • NYSE:IDT

Billing Period: Feb 18 to Mar 18, 2014 for 29 days
Bill For: SALLY J JOHNSON
22071 STATE ROUTE 29
MONTROSE PA 18801

March 24, 2014
Account Number:

Amount Due: \$455.62

Due Date: April 14, 2014

To report an emergency or an outage, call 24 hours a day 1-888-544-4877 For Customer Service, call 1-800-545-7741 For Payment Options, call 1-800-962-4848 Pay your bill online at www.firstenergycorp.com
Bill Issued by: Penelec, PO Box 16001, Reading PA 19612-6001

Messages Account Summary Amount Due

To avoid a 150% Late Payment Charge being added to your bill, please pay the Amount Due by the Due Date.

Your current PRICE TO COMPARE for generation and transmission from Penelec is listed below For you to save, a supplier's price must be lower

Outdoor Lighting - 0005038450 - 7.45 cents per KWH
Standard Residential - 0001547794 - 7.51 cents per KWH

Your next meter reading is scheduled to occur on or about Apr 16, 2014

Your bill includes \$7.07 in PA taxes, of which \$6.59 is PA gross receipts tax.

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

Effective March 1, 2014, the Non-Utility Generation Charge, which recovers costs associated with purchase power contracts with non-utility generation, has been adjusted

Customers receiving Default Service have a new Price to Compare ("PTC"), effective March 1, 2014 Please review the PTC information shown on the front of your bill. You can save money by switching to an electric generation supplier that offers a lower price than your PTC

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>

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 1-800-962-4848 for more information

*Paid
CK 2/24/14
3/26/14*

Previous Balance	550.38
Payments/Adjustments	-550.38
Balance at Billing on Mar 24, 2014	0.00

Amount Due by Apr 14, 2014

Usage Information for Meter Number G39872627

Mar 18, 2014 KWH Reading (Estimate)	6.014
Feb 18, 2014 KWH Reading (Actual)	3.509
KWH used	2.505

Charges From Penelec

When contacting an Electric Generation Supplier, please provide the following.
Customer Number: 0601768068 0001547794
Rate: Standard Residential PN-RSD

Customer Charge		7.98	
Distribution	2,505 KWH	x 0.034108	85.44
Solar Requirements Charge	2,505 KWH	x 0.000150	0.38
Default Service Support Charge	2,505 KWH	x 0.002480	6.21
Non-Utility Generation Charge	929 KWH	x 0.000790	0.73
	1,576 KWH	x 0.000840	1.32
Smart Meter Charge			1.74
State Tax Surcharge			-0.33
Current Consumption Bill Charges			103.47

Customer Number: 0601768068 0005038450 - Outdoor Lighting

Price to Compare Default Service	15 KWH	x 0.076650	1.15
	27 KWH	x 0.073610	1.99
Energy Efficiency Charge	42 KWH	x -0.000860	-0.04
Energy Efficiency Charge Phase II	42 KWH	x 0.001510	0.06
Solar Requirements Charge	42 KWH	x 0.000150	0.01
Default Service Support Charge	42 KWH	x 0.001080	0.05
Non-Utility Generation Charge	27 KWH	x 0.001050	0.03
Fixture Charges	Unit(s)	Per Unit	
MV 100w prov g	1	4.99	4.99
State Tax Surcharge			-0.03
State Sales Tax			0.50
Current Lighting Charges			8.71
Total Charges			\$ 112.18

Billing Information for IDT Energy

550 Broad St., Newark, NJ 07102
Customer Service: 1-877-887-6866

Account Number: 2405328 Rate: BILL-READY

Billing Period: Feb 18, 2014 to Mar 18, 2014
Usage Charge: 2.50 KWH @ \$0.1371 Per kWh

Total IDT Energy Current Charges	343.44
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Detail Payment and Adjustment Information

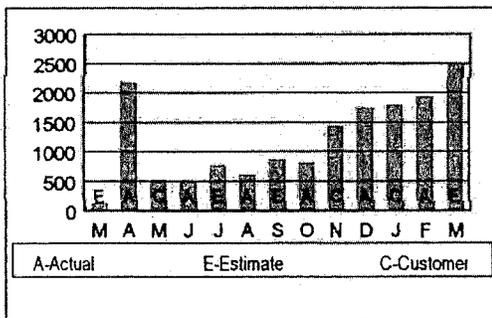
03/05/14 Payment	-550.38
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Account Balances by Company

	Previous Balance	Payments/ Adjustments	Current Charges	Amount Due
Penelec	90.65	-90.65	112.18	112.18
IDT Energy	459.73	-459.73	343.44	343.44
Total	550.38	-550.38	455.62	455.62

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

Usage History



Comparisons	Last Year	This Year
Average Daily Use (KWH)	4	86
Average Daily Temperature	29	23
Days in Billing Period	29	29
Last 12 Months Use (KWH)		15,645
Average Monthly Use (KWH)		1,304

Billing Period: Jan 18 to Feb 17, 2014 for 31 days
Bill For: SALLY J JOHNSON
22071 STATE ROUTE 29
MONTROSE PA 18801

February 20, 2014
Account Number:

Amount Due: **\$550.38**

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 1-800-545-7741 For Payment Options, call 1-800-962-4848 Pay your bill online at www.firstenergycorp.com
Bill issued by: Penelec, PO Box 16001, Reading PA 19612-6001

Messages
To avoid a 150% Late Payment Charge being added to your bill, please pay the **Amount Due** by the Due Date
Your current **PRICE TO COMPARE** for generation and transmission from Penelec is listed below For you to save, a supplier's price must be lower.
Outdoor Lighting - 0005038450 - 7.64 cents per KWH
Standard Residential - 0001547794 - 7.17 cents per KWH

Your next meter reading will be estimated. See the back of the bill to provide a customer reading by Mar 18, 2014.

Your bill includes \$5.71 in PA taxes, of which \$5.32 is PA gross receipts tax.

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.

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

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>

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 1-800-962-4848 for more information.

no fixed rate just variable - pa power stw.com

Account Summary	Amount Due
Previous Balance	251.18
Payments/Adjustments	-251.18
Balance at Billing on Feb 20, 2014	0.00
Amount Due by Mar 12, 2014	\$550.38

Usage Information for Meter Number G39872627	
Feb 17, 2014 KWH Reading (Actual)	3,509
Jan 18, 2014 KWH Reading (Estimate)	1,579
KWH used	1,930

Charges From Penelec:

When contacting an Electric Generation Supplier, please provide the following
Customer Number: 0801768068 0001547794
Rate: Standard Residential PN-RSD

Customer Charge	Amount
Customer Charge	7.98
Distribution	65.83
Solar Requirements Charge	0.29
Default Service Support Charge	4.79
Non-Utility Generation Charge	1.52
Smart Meter Charge	1.74
State Tax Surcharge	-0.26
Current Consumption Bill Charges	81.89

Customer Number: 0801768068 0005038450 - Outdoor Lighting

Price to Compare Default Service	Amount
Price to Compare Default Service	3.22
Energy Efficiency Charge	-0.04
Energy Efficiency Charge Phase II	0.06
Solar Requirements Charge	0.01
Default Service Support Charge	0.05

Fixture Charges

Unit(s)	Per Unit	Amount
MV 100w prov g	4.99	4.99
State Tax Surcharge		-0.03
State Sales Tax		0.50
Current Lighting Charges		8.76
Total Charges		\$90.65

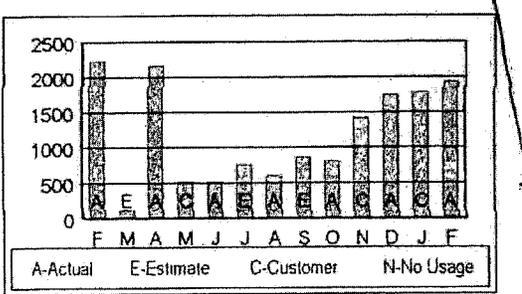
Billing Information for IDT Energy
550 Broad St., Newark, NJ 07102
Customer Service: 1-877-887-6865
Account Number: 2405328 Rate: BILL READY

Detail Payment and Adjustment Information	Amount
02/05/14 Payment	-251.18

Account Balances by Company

Company	Previous Balance	Payments/Adjustments	Current Charges	Amount Due
Penelec	89.29	-89.29	90.65	90.65
IDT Energy	161.89	-161.89	459.73	459.73
Total	251.18	-251.18	550.38	550.38

Usage History



Comparisons

	Last Year	This Year
Average Daily Use (KWH)	70	62
Average Daily Temperature	22	15
Days in Billing Period	32	31
Last 12 Months Use (KWH)		13,256
Average Monthly Use (KWH)		1,105

no fixed rate just variable - pa power stw.com

confirm - #3758543
called on 2/24 10:30 AM Monday. 1 hr. 30 mins. to talk to someone. 2:05 5:00 PM

195.44 showed up here

0909 x 1030

Charlie

1930
1781
149 used more only

2382
0909
1473 difference in rate

Billing Period: Dec 20 to Jan 17, 2014 for 29 days
Bill For: SALLY J JOHNSON
22071 STATE ROUTE 29
MONTROSE PA 18801

*2/19/14
3534*

January 23, 2014
Account Number:

Amount Due: **\$251.18**

Due Date: February 12, 2014

To report an emergency or an outage, call 24 hours a day 1-888-544-4877 For Customer Service, call 1-800-545-7741 For Payment Options, call 1-800-962-4848 Pay your bill online at www.firstenergycorp.com
Bill issued by: Penelec, PO Box 16001, Reading PA 19612-6001

Messages
To avoid a 1.50% Late Payment Charge being added to your bill, please pay the Amount Due by the Due Date
Your current PRICE TO COMPARE for generation and transmission from Penelec is listed below For you to save, a supplier's price must be lower
Outdoor Lighting - 0005038450 - 7.62 cents per KWH
Standard Residential - 0001547794 - 7.17 cents per KWH

Your next meter reading is scheduled to occur on or about Feb 17, 2014
Your bill includes \$5.62 in PA taxes, of which \$5.24 is PA gross receipts tax

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

Effective January 1, 2014, the Smart Meter Charge has been adjusted This charge recovers costs associated with assessing and deploying state-mandated smart meter technology

Effective January 1, 2014, the Consumer Education Charge has been adjusted. This charge was approved by the Pennsylvania Public Utility Commission to help recover the costs of state-mandated energy programs

Effective January 1, 2014, the Energy Efficiency Charge has been adjusted. This charge recovers costs associated with the utility's programs designed to reduce annual electric use and peak demand for electricity as mandated by the state

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

Account Summary	Amount Due
Previous Balance	254.76
Payments/Adjustments	-254.76
Balance at Billing on Jan 23, 2014	0.00

*Paid 2363
2/13/14*

Amount Due by Feb 12, 2014 \$251.18

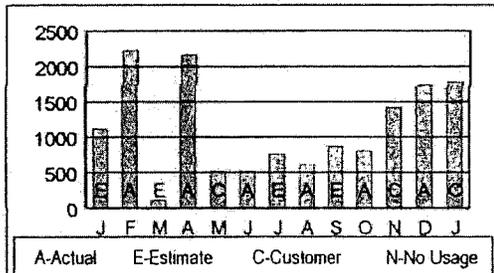
Usage Information for Meter Number G39872627	
Jan 17, 2014 KWH Reading (Estimate)	1,579
Dec 20, 2013 KWH Reading (Actual)	9,798
KWH used	1,781

Charges From Penelec	
When contacting an Electric Generation Supplier, please provide the following	
Customer Number: 0801768068 0001547794	
Rate: Standard Residential PN-RSD	
Customer Charge	7.98
Distribution	29.60
Consumer Education Charge	0.05
Solar Requirements Charge	0.11
Default Service Support Charge	1.83
Non-Utility Generation Charge	0.58
Smart Meter Charge	1.41
State Tax Surcharge	-0.28
Current Consumption Bill Charges	80.59

Customer Number: 0801768068 0005038450 - Outdoor Lighting	
Price to Compare Default Service	1.38
Energy Efficiency Charge	0.01
Energy Efficiency Charge Phase II	0.03
Default Service Support Charge	0.02
Fixture Charges	
MV 100w prov g	2.16
MV 100w prov g	2.83
State Tax Surcharge	-0.01
State Sales Tax	0.50
Current Lighting Charges	8.79
Total Charges	\$ 89.29

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

Usage History



Comparisons	Last Year	This Year
Average Daily Use (KWH)	33	61
Average Daily Temperature	29	26
Days in Billing Period	34	29
Last 12 Months Use (KWH)		13,560
Average Monthly Use (KWH)		1,130

Billing Information for IDT Energy	
550 Broad St, Newark, NJ 07102	
Customer Service: 1-877-887-6866	
Account Number	2405328
Rate	BILL-READY
Billing Period	Dec 20, 2013 to Jan 17, 2014
Energy Charge	1781 KWH at 0.00515 = \$9.17
Total IDT Energy Current Charges	161.89

Detail Payment and Adjustment Information	
01/06/14 Payment	-254.76

Account Balances by Company				
	Previous Balance	Payments/Adjustments	Current Charges	Amount Due
Penelec	91.56	-91.56	89.29	89.29
IDT Energy	163.20	-163.20	161.89	161.89
Total	254.76	-254.78	251.18	251.18

Billing Period: Nov 19 to Dec 19, 2013 for 31 days
Bill For: SALLY J JOHNSON
22071 STATE ROUTE 29
MONTROSE PA 18801

December 27, 2013
Account Number:

Amount Due: **6254.76**

Due Date: January 16, 2014

To report an emergency or an outage, call 24 hours a day 1-888-544-4877 For Customer Service, call 1-800-545-7741 For Payment Options, call 1-800-962-4848 Pay your bill online at www.firstenergycorp.com
Bill issued by: Penelec, PO Box 16001, Reading PA 19612-6001

Message

To avoid a 150% Late Payment Charge being added to your bill, please pay the Amount Due by the Due Date

Your current **PRICE TO COMPARE** for generation and transmission from Penelec is listed below For you to save, a supplier's price must be lower
Outdoor Lighting - 0005038450 - 7.82 cents per KWH
Standard Residential - 0001547794 - 7.51 cents per KWH

Your next meter reading will be estimated. See the back of the bill to provide a customer reading by Jan 17, 2014

Your bill includes \$5.38 in PA taxes, of which \$3.33 is PA gross receipts tax

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

Effective December 1, 2013, the Solar Photovoltaic Requirements Charge has been adjusted. This charge recovers the company's cost to acquire Solar Photovoltaic Alternative Energy Credits in compliance with the Alternative Energy Portfolio Standards Act.

Best wishes for a joyous holiday season from all of us at Penelec

Effective December 1, 2013, customers receiving Default Service have a new Price to Compare (PTC). Please review the PTC information shown 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.

Effective December 1, 2013, the Non-Utility Generation Charge has been adjusted. This charge recovers costs associated with purchase power contracts with non-utility generation

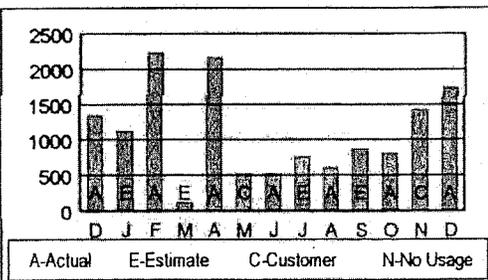
The holidays are here, so give yourself the gift of lower energy bills. Recycle your old refrigerator or freezer, and we'll give you a \$50 reward for it and pick it up. Plus you'll save up to \$150 a year in energy costs. Now that's a gift that keeps on giving! To learn more, visit www.energysavePA.com and click on Appliance Turn-In Program or call 877-270-3520

Account Summary		Amount Due
Previous Balance		210.54
Payments/Adjustments		-210.54
Balance at Billing on Dec 27, 2013		0.00
Amount Due by Jan 16, 2014		6254.76
Usage Information for Meter Number 039872627		
Dec 19, 2013 KWH Reading (Actual)		9,798
Nov 19, 2013 KWH Reading (Estimate)		8,060
KWH used		1,738
Charges From Penelec		
When contacting an Electric Generation Supplier, please provide the following Customer Number: 0801768068 0001547794 Rate: Standard Residential PN-RSD		
Customer Charge		7.98
Distribution	1,738 KWH x 0.040213	69.89
Consumer Education Charge	1,738 KWH x 0.000070	0.12
Solar Requirements Charge	669 KWH x 0.000270	0.18
	1,069 KWH x 0.000150	0.16
Default Service Support Charge	1,738 KWH x 0.002480	4.31
Non-Utility Generation Charge	669 KWH x -0.001920	-1.28
	1,069 KWH x 0.000790	0.84
Smart Meter Charge		0.95
State Tax Surcharge		-0.32
Current Consumption Bill Charges		82.83
Customer Number: 0801768068 0005038450 - Outdoor Lighting		
Price to Compare Default Service	16 KWH x 0.076120	1.22
	26 KWH x 0.076660	1.99
Energy Efficiency Charge	42 KWH x 0.000390	0.02
Energy Efficiency Charge Phase II	42 KWH x 0.001510	0.06
Default Service Support Charge	42 KWH x 0.001080	0.05
Non-Utility Generation Charge	16 KWH x -0.004170	-0.07
Fixture Charges	Unit(s) Per Unit	
MV 100w prov g	1 4.99	4.99
State Tax Surcharge		-0.03
State Sales Tax		0.50
Current Lighting Charges		8.73
Total Charges		\$ 91.58

*Paid
CIC 2329
1/31/14*

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

Usage History



Comparisons	Last Year	This Year
Average Daily Use (KWH)	46	56
Average Daily Temperature	36	26
Days in Billing Period	29	31
Last 12 Months Use (KWH)		12,901
Average Monthly Use (KWH)		1,075

Billing Information for IDT Energy				
550 Broad St., Newark, NJ 07102				
Customer Service: 1-877-887-6866				
Account Number: 2405328 Rate: BILL-READY				
Billing Period: Nov 19, 2013 to Dec 19, 2013				
Ready Charge: 1738 KWH @ \$0.0859 Per KWH	163.20			
Total IDT Energy Current Charges	163.20			
Detail Payment and Adjustment Information				
12/02/13 Payment	-210.54			
Account Balances by Company				
	Previous Balance	Payments/ Adjustments	Current Charges	Amount Due
Penelec	75.73	-75.73	91.56	91.56
IDT Energy	134.81	-134.81	163.20	163.20
Total	210.54	-210.54	254.76	254.76

1579

Billing Period: Oct 22 to Nov 18, 2013 for 28 days
Bill For: SALLY J JOHNSON
22071 STATE ROUTE 29
MONTROSE PA 18801

November 22, 2013

Account Number:

Amount Due: \$210.54

Due Date: December 12, 2013

To report an emergency or an outage, call 24 hours a day 1-888-544-4877 For Customer Service, call 1-800-545-7741 For Payment Options, call 1-800-962-4848 Pay your bill online at www.firstenergycorp.com
Bill Issued by: Penelec, PO Box 16001, Reading PA 19612-6001

Messages

To avoid a 150% Late Payment Charge being added to your bill, please pay the **Amount Due** by the Due Date

Your current **PRICE TO COMPARE** for generation and transmission from Penelec is listed below For you to save, a supplier's price must be lower

Outdoor Lighting - 0005038450 - 7.00 cents per KWH
Standard Residential - 0001547794 - 8.05 cents per KWH

Your next meter reading is scheduled to occur on or about Dec 18, 2013

Your bill includes \$4 46 in PA taxes, of which \$2 76 is PA gross receipts tax

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.

Don't miss the enclosed brochure on Dollar Energy Return the application form to sign up for the program and help your neighbors

Request an Energy Conservation Kit to reduce energy use and save money on future home energy bills. The cost of these kits is paid for through a charge included in all residential customers' bills in accordance with Pa. Act 129 of 2008. There is no additional charge to enroll Enrollment is easy: have your account number ready and visit paenergykit.com or call 888-288-4648 One kit per account

Account Summary	Amount Due
Previous Balance	123 79
Payments/Adjustments	-123 79
Balance at Billing on Nov 22, 2013	0 00
Amount Due by Dec 12, 2013	
	\$210.54

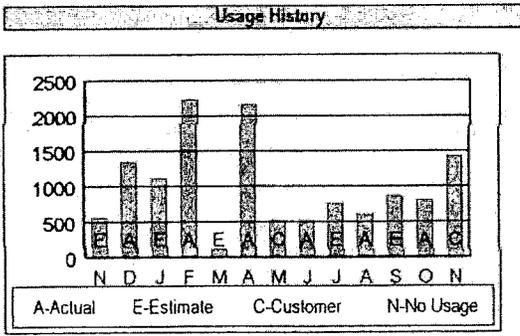
Usage Information for Meter Number G39872827	
Nov 18, 2013 KWH Reading (Estimate)	8,060
Oct 22, 2013 KWH Reading (Actual)	6,638
KWH used	1,422

Charges From Penelec	
When contacting an Electric Generation Supplier, please provide the following	
Customer Number: 0801768068 0001547794	
Rate: Standard Residential PN-RSD	
Customer Charge	7 98
Distribution	1,422 KWH x 0.040204 57 17
Consumer Education Charge	1,422 KWH x 0.000070 0 10
Solar Requirements Charge	1,422 KWH x 0.000270 0 38
Default Service Support Charge	1,422 KWH x 0.002480 3 53
Non-Utility Generation Charge	1,422 KWH x -0.001920 -2 73
Smart Meter Charge	0 95
State Tax Surcharge	-0 26
Current Consumption Bill Charges	67.12

Customer Number: 0801768068 0005038450 - Outdoor Lighting	
Price to Compare Default Service	42 KWH x 0.076120 3 20
Energy Efficiency Charge	42 KWH x 0.000390 0 02
Energy Efficiency Charge Phase II	42 KWH x 0.001510 0 06
Solar Requirements Charge	42 KWH x 0.000270 0 01
Default Service Support Charge	42 KWH x 0.001080 0 05
Non-Utility Generation Charge	42 KWH x -0.004170 -0 18
Fixture Charges	
MV 100w prov g	1 4.99 4 99
State Tax Surcharge	-0 03
State Sales Tax	0 49
Current Lighting Charges	8.61
Total Charges	\$ 75.73

Billing Information for IDT Energy	
550 Broad St Newark NJ 07102	
Customer Service 1-877-887-6866	
Account Number: 2405328 Rate: BILL-READY	
IDT Energy Basic Charges	
Billing Period: Oct 22, 2013 to Nov 18, 2013	
Total IDT Energy Current Charges	

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



Comparisons	Last Year	This Year
Average Daily Use (KWH)	20	51
Average Daily Temperature	43	40
Days in Billing Period	28	28
Last 12 Months Use (KWH)		12,505
Average Monthly Use (KWH)		1,042

Detail Payment and Adjustment Information	
11/04/13 Payment	-123 79

Account Balances by Company				
	Previous Balance	Payments/ Adjustments	Current Charges	Amount Due
Penelec	50 72	-50 72	75 73	75 73
IDT Energy	0 00	0 00	134 81	134 81
IDT Energy	73 07	-73 07	0 00	0 00
Total	123.79	-123.79	210.54	210.54

Billing Period: Sep 19 to Oct 21, 2013 for 33 days
Bill For: SALLY J JOHNSON
22071 STATE ROUTE 29
MONTROSE PA 18801

October 24, 2013
Account Number:

Amount Due: \$123.79

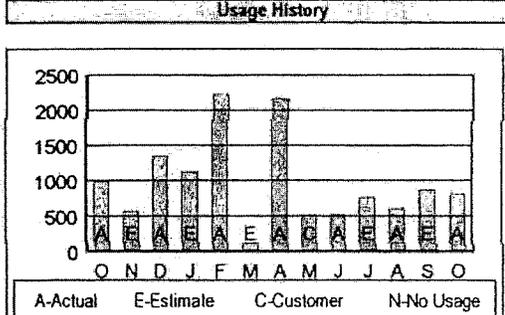
Due Date: November 13, 2013

To report an emergency or an outage, call 24 hours a day 1-888-544-4877 For Customer Service, call 1-800-545-7741 For Payment Options, call 1-800-962-4848 Pay your bill online at www.firstenergycorp.com
Bill issued by: Penelec, PO Box 16001, Reading, PA 19612-6001

Messages	Account Summary	Amount Due
To avoid a 150% Late Payment Charge being added to your bill, please pay the Amount Due by the Due Date	Previous Balance	142.80
Your current PRICE TO COMPARE for generation and transmission from Penelec is listed below For you to save, a supplier's price must be lower	Payments/Adjustments	-142.80
Outdoor Lighting - 0005038450 - 7.00 cents per KWH	Balance at Billing on Oct 24, 2013	0.00
Standard Residential - 0001547784 - 8.05 cents per KWH		
Your next meter reading will be estimated. See the back of the bill to provide a customer reading by Nov 18, 2013	Amount Due by Nov 13, 2013	\$123.79
Your bill includes \$2.98 in PA taxes, of which \$1.85 is PA gross receipts tax	Usage Information for Meter Number G39872627	
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	Oct 21, 2013 KWH Reading (Actual)	6,638
	Sep 19, 2013 KWH Reading (Estimate)	5,827
	KWH used	811
	Charges From Penelec	
	When contacting an Electric Generation Supplier, please provide the following	
	Customer Number: 0801768068 0001547794	
	Rate: Standard Residential PN-RSD	
	Customer Charge	7.98
	Distribution	811 KWH x 0.040210 32.61
	Consumer Education Charge	811 KWH x 0.000070 0.06
	Solar Requirements Charge	811 KWH x 0.000270 0.22
	Default Service Support Charge	811 KWH x 0.002480 2.01
	Non-Utility Generation Charge	811 KWH x -0.001920 -1.56
	Smart Meter Charge	0.95
	State Tax Surcharge	-0.16
	Current Consumption Bill Charges	42.11
	Customer Number: 0801768068 0005038450 - Outdoor Lighting	
	Price to Compare Default Service	42 KWH x 0.076120 3.20
	Energy Efficiency Charge	42 KWH x 0.000390 0.02
	Energy Efficiency Charge Phase II	42 KWH x 0.001510 0.06
	Solar Requirements Charge	42 KWH x 0.000270 0.01
	Default Service Support Charge	42 KWH x 0.001080 0.05
	Non-Utility Generation Charge	42 KWH x -0.004170 -0.18
	Fixture Charges	
	Unit(s) Per Unit	
	MV 100w prov g	1 4.99 4.99
	State Tax Surcharge	-0.03
	State Sales Tax	0.49
	Current Lighting Charges	8.61
	Total Charges	\$ 50.72
	Billing Information for IDT Energy	
	550 Broad St, Newark, NJ 07102	
	Customer Service: 1-877-887-6866	
	Account Number: 2405328 Rate: BILL-READY	
	Additional messages, if any, can be found on back.	

*Paid
CK 2282
123.79
11-1-13*

Usage History	Detail Payment and Adjustment Information
	10/07/13 Payment -142.80
	Account Balances by Company
	Previous Balance Payments/Adjustments Current Charges Amount Due
	Penelec 53.26 -53.26 50.72 50.72
	IDT Energy 0.00 0.00 73.07 73.07
	IDT Energy 89.54 -89.54 0.00 0.00
	Total 142.80 -142.80 123.79 123.79



Comparisons	Last Year	This Year
Average Daily Use (KWH)	32	25
Average Daily Temperature	51	57
Days in Billing Period	31	33
Last 12 Months Use (KWH)		11,654
Average Monthly Use (KWH)		971

Billing Period: Aug 20 to Sep 18, 2013 for 30 days
Bill For: SALLY J JOHNSON
22071 STATE ROUTE 29
MONTROSE PA 18801

September 30, 2013
Account Number:

Amount Due: **\$142.80**

Due Date: **October 21, 2013**

To report an emergency or an outage, call 24 hours a day 1-888-544-4877 For Customer Service, call 1-800-545-7741 For Payment Options, call 1-800-962-4848 Pay your bill online at www.firstenergycorp.com
Bill Issued by: Penelec, PO Box 16001, Reading PA 19612-6001

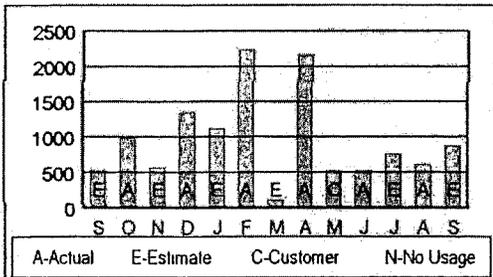
Message:
To avoid a 150% Late Payment Charge being added to your bill, please pay the Amount Due by the Due Date
Your current **PRICE TO COMPARE** for generation and transmission from Penelec is listed below For you to save, a supplier's price must be lower
Outdoor Lighting - 0005038450 - 7.78 cents per KWH
Standard Residential - 0001547794 - 8.31 cents per KWH
Your next meter reading is scheduled to occur on or about Oct 18, 2013
Your bill includes \$3.13 in PA taxes, of which \$1.04 is PA gross receipts tax
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
Effective September 1, 2013, the Non-Utility Generation Charge, which recovers costs associated with purchase power contracts with non-utility generation, has been adjusted
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
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

Account Summary		Amount Due
Previous Balance		111.04
Payments/Adjustments		-111.04
Balance at Billing on Sep 30, 2013		0.00
Amount Due by Oct 21, 2013		
Usage Information for Meter Number G39872627		\$142.80
Sep 16, 2013 KWH Reading (Estimate)		5,627
Aug 20, 2013 KWH Reading (Actual)		4,961
KWH used		866
Charges From Penelec		
When contacting an Electric Generation Supplier, please provide the following Customer Number: 0801768068 0001547794 Rate: Standard Residential PN-RSD		
Customer Charge		7.98
Distribution	866 KWH x 0.040208	34.82
Consumer Education Charge	866 KWH x 0.000070	0.06
Solar Requirements Charge	866 KWH x 0.000270	0.23
Default Service Support Charge	866 KWH x 0.002480	2.15
Non-Utility Generation Charge	347 KWH x -0.001540	-0.53
	519 KWH x -0.001920	-1.00
Smart Meter Charge		0.95
State Tax Surcharge		-0.17
Current Consumption Bill Charges		44.49
Customer Number: 0801768068 0005038450 - Outdoor Lighting		
Price to Compare Default Service	16 KWH x 0.080670	1.29
	26 KWH x 0.076120	1.98
Energy Efficiency Charge	42 KWH x 0.000390	0.02
Energy Efficiency Charge Phase II	42 KWH x 0.001510	0.06
Solar Requirements Charge	42 KWH x 0.000270	0.01
Default Service Support Charge	42 KWH x 0.001080	0.05
Non-Utility Generation Charge	16 KWH x 0.000620	0.01
	26 KWH x -0.004170	-0.11
Fixture Charges	Unit(s) Per Unit	
MV 100w prov g	1 4.99	4.99
State Tax Surcharge		-0.03
State Sales Tax		0.50
Current Lighting Charges		8.77
Total Charges		\$ 53.26

up 32.00
paid ck 2250
10/4/13

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

Usage History



Comparisons	Last Year	This Year
Average Daily Use (KWH)	17	29
Average Daily Temperature	64	63
Days in Billing Period	32	30
Last 12 Months Use (KWH)		11,820
Average Monthly Use (KWH)		985

Billing Information for IDT Energy
550 Broad St., Newark, NJ 07102
Customer Service 1-877-887-6866
Account Number: 2405328 Rate: BILL-READY
Billing Period: Aug 20, 2013 to Sep 18, 2013
Energy Charge: 866 KWH @ 16.310341 Per KWH = 14115.53
Total IDT Energy Current Charges: 89.54

Detail Payment and Adjustment Information
09/03/13 Payment -111.04

Account Balances by Company				
	Previous Balance	Payments/Adjustments	Current Charges	Amount Due
Penelec	43.62	-43.62	53.26	53.26
IDT Energy	0.00	0.00	89.54	89.54
IDT Energy	67.42	-67.42	0.00	0.00
Total	111.04	-111.04	142.80	142.80

Billing Period: Jul 19 to Aug 19, 2013 for 32 days
Bill For: SALLY J JOHNSON
22071 STATE ROUTE 29
MONTROSE PA 18801

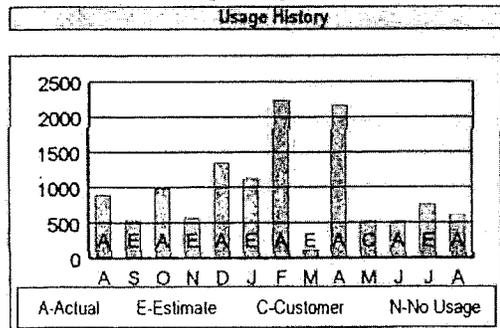
August 22, 2013
Account Number:
Amount Due: \$111.04
Due Date: September 11, 2013

To report an emergency or an outage, call 24 hours a day 1-888-544-4877 For Customer Service, call 1-800-545-7741 For Payment Options, call 1-800-962-4848 Pay your bill online at www.firstenergycorp.com
Bill issued by: Penelec, PO Box 16001, Reading PA 19612-6001

Messages	Account Summary	Amount Due
To avoid a 150% Late Payment Charge being added to your bill, please pay the Amount Due by the Due Date	Previous Balance	130.28
Your current PRICE TO COMPARE for generation and transmission from Penelec is listed below For you to save, a supplier's price must be lower	Payments/Adjustments	-130.28
Outdoor Lighting - 0005038450 - 8.82 cents per KWH	Balance at Billing on Aug 22, 2013	0.00
Standard Residential - 0001547794 - 8.70 cents per KWH		
Your next meter reading will be estimated. See the back of the bill to provide a customer reading by Sep 18, 2013	Amount Due by Sep 11, 2013	\$111.04
Your bill includes \$2.56 in PA taxes, of which \$1.58 is PA gross receipts tax	Usage Information for Meter Number G39872627	
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	Aug 19, 2013 KWH Reading (Actual)	4,961
Relthink Recycle. Reward. Chances are, the old refrigerator or freezer in your basement or garage is running up your utility bill by an average of \$150 a year. Recycle it, reduce your energy use and keep harmful materials out of landfills. We'll pick it up and you'll pick up \$50. To learn more, visit www.energysavePA.com and click on Appliance Turn-In Program or call 877-270-3521.	Jul 19, 2013 KWH Reading (Estimate)	4,347
During extended heat waves, you might use more electricity to cool your home. If you're having trouble paying your electric bill, please call our toll-free customer service number immediately so one of our representatives can discuss payment plans that might be available to you	KWH used	614
	Charges From Penelec	
	When contacting an Electric Generation Supplier, please provide the following	
	Customer Number 0801768068 0001547794	
	Rate: Standard Residential PN-RSD	
	Customer Charge	7.98
	Distribution	614 KWH x 0.040749 25.02
	Consumer Education Charge	614 KWH x 0.000070 0.04
	Solar Requirements Charge	614 KWH x 0.000270 0.17
	Default Service Support Charge	614 KWH x 0.002480 1.52
	Non-Utility Generation Charge	614 KWH x -0.001540 -0.95
	Smart Meter Charge	0.95
	State Tax Surcharge	-0.14
	Current Consumption Bill Charges	34.59
	Customer Number 0801768068 0005038450 - Outdoor Lighting	
	Price to Compare Default Service	42 KWH x 0.080570 3.38
	Energy Efficiency Charge	42 KWH x 0.000390 0.02
	Energy Efficiency Charge Phase II	42 KWH x 0.001510 0.06
	Solar Requirements Charge	42 KWH x 0.000270 0.01
	Default Service Support Charge	42 KWH x 0.001080 0.05
	Non-Utility Generation Charge	42 KWH x 0.000620 0.03
	Fixture Charges	
	MV 100w prov g	1 4.99 4.99
	State Tax Surcharge	-0.03
	State Sales Tax	0.52
	Current Lighting Charges	9.03
	Total Charges	\$ 43.62
	Billing Information for IDT Energy	
	550 Broad St., Newark, NJ 07102	
	Customer Service: 1-877-887-6866	
	PENELEC: 1-800-962-4848 PAY: BILL READY	
	IDT Energy does not include electric charges by the current billing period.	
	Messages: 11/25/13, 11/25/13, 11/25/13	

Handwritten: Paid 22/14
CIC 8/28/13

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



Detail Payment and Adjustment Information

Account Balances by Company	Previous Balance	Payments/ Adjustments	Current Charges	Amount Due
Penelec	50.47	-50.47	43.62	43.62
IDT Energy	0.00	0.00	67.42	67.42
IDT Energy	79.81	-79.81	0.00	0.00
Total	130.28	-130.28	111.04	111.04

Handwritten: WP #111 down 19.24

Comparisons

	Last Year	This Year
Average Daily Use (KWH)	30	19
Average Daily Temperature	70	65
Days in Billing Period	30	32
Last 12 Months Use (KWH)		11,497
Average Monthly Use (KWH)		958

Billing Period: May 18 to Jun 17, 2013 for 31 days
Bill For: SALLY J JOHNSON
22071 STATE ROUTE 29
MONTROSE PA 18801

*paid
CIC 2160
7.1.13*

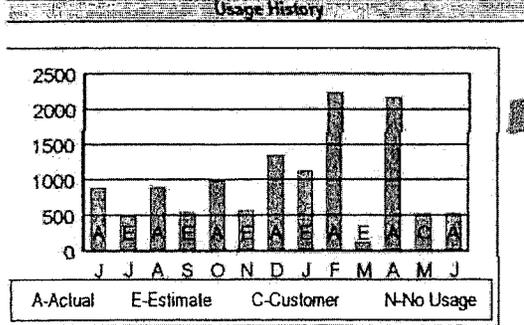
June 19, 2013
Account Number:

Amount Due: **(\$89.11)**

Due Date: July 09, 2013

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-545-7741. For Payment Options, call 1-800-962-4848. Pay your bill online at www.firstenergycorp.com
Bill Issued by: Penelec, PO Box 16001, Reading PA 19612-6001

Messages	Account Summary	Amount Due
To avoid a 150% Late Payment Charge being added to your bill, please pay the Amount Due by the Due Date	Previous Balance	79.64
Your current PRICE TO COMPARE for generation and transmission from Penelec is listed below. For you to save, a supplier's price must be lower	Payments/Adjustments	-79.64
Outdoor Lighting - 0005038450 - 7.57 cents per KWH	Balance at Billing on Jun 19, 2013	0.00
Standard Residential - 0001547794 - 7.91 cents per KWH	[REDACTED]	[REDACTED]
Your next meter reading will be estimated. See the back of the bill to provide a customer reading by Jul 18, 2013	Amount Due by Jul 09, 2013	\$89.11
Your bill includes \$2.39 in PA taxes, of which \$1.48 is PA gross receipts tax	[REDACTED]	[REDACTED]
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.	Charges from Penelec	
Customers receiving Default Service have a new Price to Compare (PTC), effective June 1, 2013. Please review the PTC information shown 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.	When contacting an Electric Generation Supplier, please provide the following: Customer Number: 0801768068 0001547794 Rate: Standard Residential PN-RSD	
Effective June 1, 2013, the Default Service Support charge, which recovers costs associated with serving customers in a competitive electric market, has been adjusted	Customer Charge	7.98
Effective June 1, 2013, the Energy Efficiency Charges which recover costs associated with the utility's programs to reduce annual electric use and peak demand for electricity as mandated by the state, has been adjusted.	Distribution	523 KWH x 0.041606 21.76
Effective June 1, 2013, the Solar Photovoltaic Requirement charge which recovers the company's cost to acquire Solar Photovoltaic Alternative Energy Credits in compliance with the Alternative Energy Portfolio Standards Act, has been adjusted	Consumer Education Charge	523 KWH x 0.000070 0.04
Effective June 1, 2013, the Non-Utility Generation Charge, which recovers costs associated with purchase power contracts with non-utility generation, has been adjusted	Solar Requirements Charge	236 KWH x 0.000160 0.04
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	Default Service Support Charge	287 KWH x 0.000270 0.08
	Non-Utility Generation Charge	236 KWH x 0.000500 0.12
		287 KWH x 0.002480 0.71
	Smart Meter Charge	236 KWH x 0.002820 0.67
	State Tax Surcharge	287 KWH x -0.001540 -0.44
	Current Consumption Bill Charges	0.95
	Customer Number: 0801768068 0005038450 - Outdoor Lighting	-0.12
	Price to Compare Default Service	18 KWH x 0.070110 1.26
	Energy Efficiency Charge	24 KWH x 0.080570 1.93
	Energy Efficiency Charge Phase II	18 KWH x 0.001410 0.03
	Solar Requirements Charge	24 KWH x 0.000390 0.01
	Default Service Support Charge	24 KWH x 0.001510 0.04
	Non-Utility Generation Charge	24 KWH x 0.000270 0.01
	Fixture Charges	18 KWH x -0.000280 -0.01
	MV 100w prov g	24 KWH x 0.001080 0.03
	State Tax Surcharge	18 KWH x 0.009150 0.16
	State Sales Tax	24 KWH x 0.000620 0.01
	Current Lighting Charges	4.99
	Total Charges	\$ 40.73



Comparisons	Last Year	This Year
Average Daily Use (KWH)	30	17
Average Daily Temperature	63	61
Days in Billing Period	30	31
Last 12 Months Use (KWH)		11,491
Average Monthly Use (KWH)		958

Billing Information for IDT Energy				
550 Broad St., Newark, NJ 07102				
Customer Service: 1-877-887-6866				
Account Number: 2405328 - Rate: BILL-READY				
Billing Period: May 18, 2013 to Jun 17, 2013				
Energy Charge: 523 KWH @ \$0.0826 Per kWh				
Total IDT Energy Current Charges: 48.99				
Detail Payment and Adjustment Information				
06/03/13 Payment				
Account Balances by Company				
Company	Previous Balance	Payments/Adjustments	Current Charges	Amount Due
Penelec	41.34	-41.34	40.73	40.73
IDT Energy	0.00	0.00	48.38	48.38
IDT Energy	38.30	-38.30	0.00	0.00
Total	79.64	-79.64	89.11	89.11

started climbing in price

Billing Period: Apr 19 to May 17, 2013 for 29 days

To: SALLY J JOHNSON
22071 STATE ROUTE 29
MONTROSE PA 18801

paid
break meter on 5/18
OK 2/29
5/31/13

May 22, 2013

Account Number:

Amount Due: **\$79.64**

Due Date: June 11, 2013

To report an emergency or an outage, call 24 hours a day 1-888-544-4877 For Customer Service, call 1-800-545-7741 For Payment Options, call 1-800-962-4848 Pay your bill online at www.firstenergycorp.com
Bill issued by: Penelec, PO Box 16001, Reading PA 19612-6001

Messages	Account Summary	Amount Due
avoid a 150% Late Payment Charge being added to your bill, please pay the Amount Due by the Due Date	Previous Balance	251.01
your current PRICE TO COMPARE for generation and transmission in Penelec is listed below For you to save, a supplier's price must be lower	Payments/Adjustments	-251.01
Indoor Lighting - 0005038450 - 6.98 cents per KWH	Balance at Billing on May 22, 2013	0.00
Standard Residential - 0001547794 - 6.95 cents per KWH		
your next meter reading is scheduled to occur on or about May 18, 2013		
your bill includes \$2.72 in PA taxes, of which \$1.68 is PA gross receipts tax		
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		
an important message to dog owners - to ensure that our meter readers' visits to your home are safe and productive, please keep your yard secured in an area away from the path to your meter		
all of our employees wear photo ID badges Always ask for an employee's ID before letting anyone in your home If you are still not sure, please call the company		
for your safety, if your service has been disconnected, do not attempt to reconnect it While this is illegal and could result in prosecution, moving a meter base or touching any of the wires can also cause death or serious injury through arcs of electricity, explosions or fire Meters are only to be accessed by authorized utility personnel		
now is the time to ensure your central air conditioning system is running at maximum efficiency before the hot days of summer arrive! Receive up to a \$75 rebate on a tune up or up to a \$400 rebate on the purchase of a new high-efficiency system. Find a participating contractor in your area at www.energysavePA.com or call 866-498-1409. Act now - current efficiency rebate programs expire May 31, 2013		

Amount Due by June 11, 2013 \$79.64

Usage Information for Meter Number G39872627

May 17, 2013 KWH Reading (Estimate)	3,061
Apr 19, 2013 KWH Reading (Actual)	2,537
KWH used	524

Charges From Penelec

When contacting an Electric Generation Supplier, please provide the following
Customer Number: 0801768068 0001547794
Rate: Standard Residential PN-RSD

Customer Charge		7.98
Distribution	524 KWH x 0.041679	21.84
Consumer Education Charge	524 KWH x 0.000070	0.04
Solar Requirements Charge	524 KWH x 0.000160	0.08
Default Service Support Charge	524 KWH x 0.000500	0.26
Non-Utility Generation Charge	524 KWH x 0.002820	1.48
Smart Meter Charge		0.95
State Tax Surcharge		-0.13
Current Consumption Bill Charges		32.50

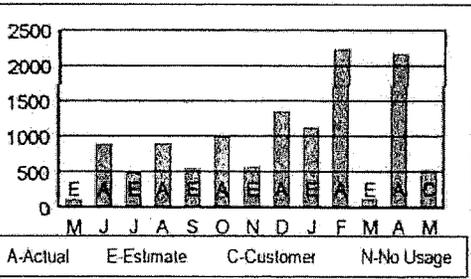
Customer Number: 0801768068 0005038450 - Outdoor Lighting		
Price to Compare Default Service	42 KWH x 0.070110	2.94
Energy Efficiency Charge	42 KWH x 0.001410	0.06
Solar Requirements Charge	42 KWH x 0.000160	0.01
Default Service Support Charge	42 KWH x 0.000280	-0.01
Non-Utility Generation Charge	42 KWH x 0.009150	0.38
Fixture Charges	Unit(s) Per Unit	
MV 100w prov g	1 4.99	4.99
State Tax Surcharge		-0.03
State Sales Tax		0.50
Current Lighting Charges		8.84
Total Charges		\$ 41.34

Billing Information for IDT Energy
550 Broad St., Newark, NJ 07102
Customer Service 1-877-887-6866
Account Number: 2405328 Rate: BILL-READY

IDT Energy Basic Charge: [REDACTED]
Billing Period: Apr 19, 2013 to May 17, 2013
Basic Charge: 524 KWH @ \$0.11721 Per kWh [REDACTED]
Total IDT Energy Current Charges: [REDACTED]

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

Usage History



Comparisons

	Last Year	This Year
Average Daily Use (KWH)	4	18
Average Daily Temperature	51	52
Days in Billing Period	30	29
Fast 12 Months Use (KWH)		11,858
Average Monthly Use (KWH)		988

Detail Payment and Adjustment Information

05/06/13 Payment	-251.01
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Account Balances by Company

	Previous Balance	Payments/Adjustments	Current Charges	Amount Due
Penelec	115.51	-115.51	41.34	41.34
IDT Energy	0.00	0.00	38.30	38.30
IDT Energy	135.50	-135.50	0.00	0.00
Total	251.01	-251.01	79.64	79.64

Billing Period: Mar 20 to Apr 18, 2013 for 30 days
Bill For: SALLY J JOHNSON
22071 STATE ROUTE 29
MONTROSE PA 18801

April 23, 2013
Account Number:
Amount Due: **\$251.01**
Due Date: May 13, 2013

To report an emergency or an outage, call 24 hours a day 1-888-544-4877 For Customer Service, call 1-800-545-7741 For Payment Options, call 1-800-962-4848 Pay your bill online at www.firstenergycorp.com
Bill issued by: Penelec, PO Box 16001, Reading PA 19812-6001

10/10 2 months off

6 mos rebate, 100%

Messages:
To avoid a 150% Late Payment Charge being added to your bill, please pay the **Amount Due** by the Due Date
Your current **PRICE TO COMPARE** for generation and transmission from Penelec is listed below. For you to save, a supplier's price must be lower
Outdoor Lighting - 0005038450 - 8.98 cents per KWH

Account Summary	Amount Due
Previous Balance	31.07
Payments/Adjustments	-31.07
Balance at Billing on Apr 23, 2013	0.00
Outdoor Lighting	106.67
Current Consumption	5.50
Total Current Charges	251.01
Amount Due by May 13, 2013	\$251.01

told me 6.25 per Kwh

Your next meter reading will be estimated. See the back of the bill to provide a customer reading by May 17, 2013.
Your bill includes \$7.12 in PA Taxes, of which \$4.41 is PA gross receipts tax.

Usage Information for Meter Number G38872627	
Apr 18, 2013 KWH Reading (Actual)	2,537
Mar 20, 2013 KWH Reading (Estimate)	369
KWH used	2,168

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.

Charges From Penelec	
When contacting an Electric Generation Supplier, please provide the following	
Customer Number: 0801768068 0001547794	✓
Rate: Standard Residential PN-RSD	
Customer Charge	7.98
Distribution	2,168 KWH x 0.041679 = 90.36
Consumer Education Charge	822 KWH x 0.000210 = 0.17
	1,346 KWH x 0.000070 = 0.09
Solar Requirements Charge	2,168 KWH x 0.000160 = 0.35
Default Service Support Charge	2,168 KWH x 0.000500 = 1.08
Non-Utility Generation Charge	2,168 KWH x 0.002820 = 6.11
Smart Meter Charge	0.95
State Tax Surcharge	-0.42
Current Consumption Bill Charges	106.87

The Consumer Education Charge, which was approved by the Pennsylvania Public Utility Commission to help recover the costs of state-mandated energy programs, will change effective April 1, 2013.
Spring's warm weather often produces thunderstorms, which can cause power outages. If your power goes out, call 1-888-LIGHTSS (1-888-544-4877). For your safety, please treat all downed wires as live and dangerous. For more information on preparing for outages, visit www.firstenergycorp.com/storminfo.

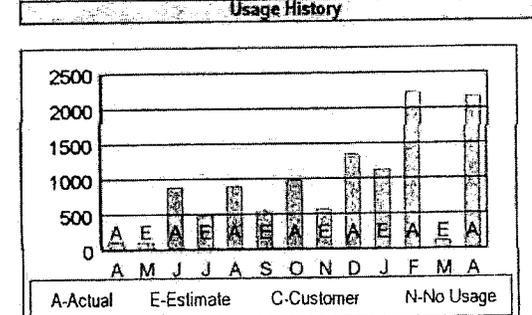
Customer Number: 0801768068 0005038450 - Outdoor Lighting	
Price to Compare Default Service	42 KWH x 0.070110 = 2.94
Energy Efficiency Charge	42 KWH x 0.001410 = 0.06
Solar Requirements Charge	42 KWH x 0.000160 = 0.01
Default Service Support Charge	42 KWH x 0.000280 = -0.01
Non-Utility Generation Charge	42 KWH x 0.009150 = 0.38
Fixture Charges	
1W 100w prov g	1 x 4.99 x 0.600000 = 4.99
State Tax Surcharge	-0.03
State Sales Tax	0.50
Current Lighting Charges	8.84
Total Charges	\$ 115.51

*get check in mail 3 mos. 5000
Comp 6mo 5000
4/26/13
Mitchell
2-3
2-7-8
4-5
2-3
2-6
night*

Billing Information for IDT Energy
550 Broad St., Newark Nj 07102
Customer Service: 1-877-887-6866

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

Account Number: 2406328 Rate: BILL-READY	
Billing Period: Mar 20, 2013 to Apr 18, 2013	
Price Charge: 2.08 KWH @ 0.025 Per KWh	135.50
Total IDT Energy Current Charges	\$ 135.50



CONSUMER TESTIMONY

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

1. Please state your name and address.

Douglas + Lorraine Hodgkiss
428 Mt Hope Ridge Rd
CLAYSVILLE, PA 15323

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

It was IDT Energy, Inc.
now: 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.

normal electric bill had been \$250/month. For the months of Jan + Feb 2014 these bills were over \$900 + march 2014 was almost \$700. I called the company several times

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

Do not remember
remember

re: ↑ bills + was told due to extreme temps. they had to charge more for electric.

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

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

NO

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

march 2014

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

Telemarketing

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

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

Do not remember

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

low 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?

indefinitely

12. a. Did the EGS salesperson guarantee savings?

Yes

- b. If yes, please explain.

Cheaper than West Penn Power

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

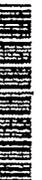
NO

- 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?
NA
17. a. If someone called you to verify that you enrolled with the EGS, please describe the call.
DO NOT REMEMBER if I received one.
- b. Was the EGS's sales agent present during the call?
18. Did you receive a Welcome Letter or other mailings from the EGS? If yes, please explain.
not that I remember.
19. Please describe any contacts that you had with EGS agents concerning your problem?
They had no sympathy. Were matter of fact that this is the price + you have to pay -
20. If you were able to contact your EGS, please describe the relief, if any, the EGS offered you.
No relief was offered.
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.

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 Douglas & Lorraine Hodgkiss Date: 9-28-14

Lorraine Hodgkiss 9-28-14



CONSUMER TESTIMONY

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

1. Please state your name and address.
*Jan Michael Lechleither
506 N. Lancaster St
Jonestown, PA 17038*
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.
Our bill went from averaging around 200.00 to 700.00
4. a. When, if at all, did you sign up with this electric generation supplier?
~~At~~ Around Jan 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?
We are with MET-ED not IDT

b. If no, when did you stop service with this electric generation supplier?
Switched Right after the high 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?
telemarketing (everyday they would call)
7. Please describe the sales contacts that you had with the EGS's representative when you signed up for the service.
Never had a paper copy.

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

On the phone

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

A competitive rate, cheaper than my current provider

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.

20% cheaper than current provider for the first 3 months. Then comparable to MET-ED

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

No, but everyday until I did.

b. If so, please explain.

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

I Don't recall getting one

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

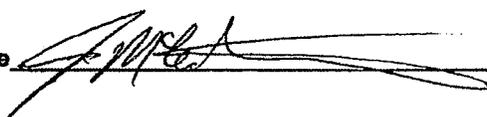


- b. If yes, what was your understanding of what you would pay for electricity?
16. a. Did you sign an enrollment form?
No
- b. If yes, when and under what circumstances did you do so?
- c. Did you ever receive a copy of the signed form?
Didn't sign anything
17. a. If someone called you to verify that 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?
~~Available~~ Emailed & Called Never got a response.
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.
We had to pay it, because they never got back to us.

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

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: 9/23/14



CONSUMER TESTIMONY

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

1. Please state your name and address.

JOSEPH A. + DENISE HOFFMAN
2890 PENN AVE.
BOZWELL, Pr. 15531

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

PENELEC

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

IDT ENERGY, INC.

b. Please describe the problem.

OVERCHARGED BY THE 100.00'S
OUR LAST BILL WHEN REALIZED SOMETHING WAS WRONG

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

CANT RECALL (LATE 2013) \$200.00'S AND SOME FOR 1 MONTH
USUALLY OUR HIGHEST BILL WOULD BEAT 150.00 DURING WINTER

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.

By PHONE

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

NO

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

YEP - FIRST BILL THOUGHT MAYBE WE DID USE THE ELECTRIC DUE TO BAD WINTER - BUT THE SECOND TIME - NO

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?

MADE OUT THAT WE WOULD BE FOOLISH, NOT TO USE IDT ENERGY TO SAVE ALOT OF MONEY ON SUPPLIER

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?

FROM IDT ENERGY

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

TO BE SAVING US

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?

ALWAYS WOULD BE LESS EXPENSIVE

12. a. Did the EGS salesperson guarantee savings?

YES

b. If yes, please explain.

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

TO SAVE

b. If so, please explain.

HE SAID MRS. HOFFMAN, WHY WOULD YOU NOT WANT TO SAVE MONEY?

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

NO

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

NO

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

16. a. Did you sign an enrollment form?

NO

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

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

NO

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

NO

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

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?

WE CONTACTED THEM - NOT WANTED THIS SERVICE.

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

SAID THIS IS WHAT WE WERE CHARGED FOR ELECTRIC USE

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

CALLED AND TOLD THEM THAT THIS WAS UNFAIR TO US AND ALL THE OTHER FAMILIES/SOME WITH HIGHER BILLS.

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.

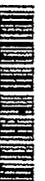


Joseph & Denise Hoffman

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 Denise Hoffman 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.

Harold Dressler Jr
555 Race St
Millersburg, Pa. 17061

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

PP&L

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

IDT energy

b. Please describe the problem.

The Price almost Triple in Price for energy in one month

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

They claim my mother sign up in 2011

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

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

No.

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

6/2014

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?

IT MY Mother House. Which I live in with her. I was the one who file the claim on her behalf. She claim she did not change EGS and I NOT aware of how we got switchd when we had a problem and she over

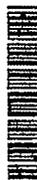
7. Please describe the sales contacts that you had with the EGS's representative when you signed up for the service.

She don't remember having any contact.

#6 I contacted IDT energy and they said they have a record

Harold Dressler

8. Did the sales representatives identify themselves as being with the EGS? If so, when?
Don't Know
9. If you signed up, what was your understanding of the EGS's price?
Don't Know
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?
Don't Know
12. a. Did the EGS salesperson guarantee savings?
Don't Know
- b. If yes, please explain.
13. a. Did you believe that you were required to sign up with the EGS?
Don't Know
- b. If so, please explain.
14. When, if at all, did you receive a disclosure statement (sometimes called the terms and conditions)? *Didn't received one that I know of*
15. a. If you received the disclosure statement, did you review it before enrolling with the EGS?



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

- 16. a. Did you sign an enrollment form?

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

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

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

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

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

- 19. Please describe any contacts that you had with EGS agents concerning your problem?
I called about the prices they charge and they claim there cost went up & they had to increase our rates which I had no problem with except they did not have increase the rate JK was over
- 20. If you were able to contact your EGS, please describe the relief, if any, the EGS offered you.
They offered a \$200.00 rebate for being with them a yr. which they claim they give that every yr. except that we were with them 2yrs. and that was the 1st rebate due
- 21. Please provide any additional important information about your experience, including payment arrangements or termination notices.
we paid our bill on time but they offer to make payment without penalty

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.

19. which they normally charge that was unacceptable.

Harold Dressler

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 Harold Dressler 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.
Stephanie A. Cutchall
1750 Patrick Place
South Park Pa. 18129
2. What is the name of your electric distribution company?
west Penn Power
3. a. Which electric generation supplier (EGS) did you have a problem with, if any?
EDT
b. Please describe the problem.
overcharged + could not get no satisfaction by phone.
4. a. When, if at all, did you sign up with this electric generation supplier?
Didn't sign up; they talked
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 - I did not talk to them on phone.
5. a. Are you still a customer of this electric generation supplier?
no
b. If no, when did you stop service with this electric generation supplier?
when I moved in 3/7/14
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?
NA,
7. Please describe the sales contacts that you had with the EGS's representative when you signed up for the service.
NA.



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

NA.

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?

NA.

b. If yes, please explain your understanding.

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

NA

12. a. Did the EGS salesperson guarantee savings?

NA.

b. If yes, please explain.

NA.

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

NA.

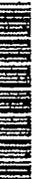
b. If so, please explain.

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

Don't Remember. Receiving one.

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

Don't Remember Receiving one.



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

16. a. Did you sign an enrollment form?
~~NO~~ - Don't Remember ever doing this

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.
NA.

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

18. Did you receive a Welcome Letter or other mailings from the EGS? If yes, please explain.
Don't Remember receiving one.

19. Please describe any contacts that you had with EGS agents concerning your problem?
Tried to call, but no Results, just Put on hold.

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

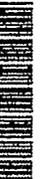
21. Please provide any additional important information about your experience, including payment arrangements or termination notices.
Sent Payments, still had Balance when moved.
Never Received another Bill

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Signature Stephanie Cutchall 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.

Cheryl Ann Bernini
1403 Blaire Rd
Blauvsville Pa 15717

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?

JDT

b. Please describe the problem.

Rates tripled with no notice

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

I never signed with the supplier
(called elderly father in law)

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

I called, conversation was basic we raised Rates Sent us \$99.00 to try to help with 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?

Sometime in Feb/March

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.

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

Unavailable

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

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

b. If yes, please explain your understanding.

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

12. a. Did the EGS salesperson guarantee savings?

b. If yes, please explain.

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

b. If so, please explain.

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

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

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Signature Cheryl Ann Bernini 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.

REBECCA M. CAIN

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

WEST PENN POWER

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

IDT ENERGY

b. Please describe the problem.

EXTREMELY HIGH ELECTRIC BILLS

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

NEVER SIGNED UP TO MY KNOWLEDGE

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 CONTACT TO MY KNOWLEDGE

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

NO

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

AFTER MARCH 24, 2014

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

I HAVE NO MEMORY OF ANY CONTACT ABOVE.

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

I DIDN'T SIGN UP TO MY KNOWLEDGE



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

_____ NO COMMENT

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

_____ NO COMMENT

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

_____ NO COMMENT

b. If yes, please explain your understanding.

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

12. a. Did the EGS salesperson guarantee savings?

b. If yes, please explain.

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

b. If so, please explain.

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

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



- b. If yes, what was your understanding of what you would pay for electricity?
16. a. Did you sign an enrollment form?
- b. If yes, when and under what circumstances did you do so?
- c. Did you ever receive a copy of the signed form?
17. a. If someone called you to verify that you enrolled with the EGS, please describe the call.
- b. Was the EGS's sales agent present during the call?
18. Did you receive a Welcome Letter or other mailings from the EGS? If yes, please explain.
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.
21. Please provide any additional important information about your experience, including payment arrangements or termination notices.

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Rebecca Cain

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 Rebecca M. Cain Date: Sept 24, 2017



CONSUMER TESTIMONY

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

1. Please state your name and address.

JOSEPH KOVACH
P.O. BOX 1539
UNIONTOWN P.A. 15401

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?

QDT

b. Please describe the problem.

My electric BILL WAS extremely HIGH - UNABLE to CONTACT THEM

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

17 October

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

I RECEIVED A PHONE CALL FROM 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?

JANUARY

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

telemarketing

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

they JUST SWITCHED me over to them AFTER THE PHONE

BCP EGS CONVERSATION

BCP-14-05-018686

they TOLD me it would be cheaper EVERY MONTH AND I WOULD GET REFUNDS AFTER 30 DAYS

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

THEY DID NOT RIGHT AWAY, BUT THEY SPOKE SO FAST HARD TO UNDERSTAND

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

A LOWER MONTHLY RATE - REBATES AFTER 30 DAYS

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

I THOUGHT SO BUT WHAT I DIDN'T UNDERSTAND I ASK WEST PENN POWER

b. If yes, please explain your understanding. THEY TOLD ME TO

GENERATE SIGN UP WITH THEM - I'DT PAY RATES WOULD BE LESS

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

AS LONG AS I WAS WITH THEM

12. a. Did the EGS salesperson guarantee savings?

YES

b. If yes, please explain.

I WOULD BE ENTITLED TO A REFUND AFTER 30 DAYS - ONLY THEY INCREASED ALMOST

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

TRIPLE

YES

b. If so, please explain.

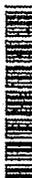
AS I SAID I WAS TOLD IT WAS A GOOD DEAL FOR ME - LOWER RATES

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

I DIDN'T

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

RECEIVED NONE



- b. If yes, what was your understanding of what you would pay for electricity?
- 16. a. Did you sign an enrollment form?

NO

- b. If yes, when and under what circumstances did you do so?
- c. Did you ever receive a copy of the signed form?

NO

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

NEVER A VERIFICATION

- b. Was the EGS's sales agent present during the call?
- ONLY THE CHANGE ON THE BILL
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?

WHEN I NOTIFIED THEM - I GOT NO ONE TO SPEAK TO - UNAVAILABLE ALL THE TIME

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

WERE NEVER ABLE TO REACH THEM I WOULD TRY ALMOST DAILY - NOTHING

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

MY BILL WAS 3-4 TIMES HIGHER - CALLED THEM STILL GOT NOTHING - CALLED WEST PENN POWER TO GET TAKEN OFF IDT - I HAD TO SUBMIT A

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LETTER TO THEM AFTER 4 MONTHS I GOT OFF - BUT I GOT FINAL TERMINATION NOTICE

I HAD TO PAY THAT - MY ELECTRIC WAS NOT READ ALL THE TIME

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Signature Joseph Kovach Date: 9-25-14



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



JOSEPH KOVACH
PO BOX 1539
UNIONTOWN PA 15401-1539

21 - cont.

I WAS WITH THEM
ALL TOGETHER I HAD NO
READING FOR SIX MONTHS
AND IT TOOK ME A MONTH
TO GET OFF
my BILL WENT FROM ^{AROUND} \$400.00 WEST PENN
TO
\$1400.00 WITH LOT



CONSUMER TESTIMONY

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

1. Please state your name and address.

Laurie Beary
81 Siverling Rd Clarion, PA 16214

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.

The rates spiked in Feb, 2014

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

Oct 2013

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

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

No

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

March 2014

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

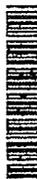
telemarketing

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

The person that I spoke with assured me the rates would be lower than that I was getting thus far. No mention of a variable rate whatsoever.

BCP EGS

BCP-14-05-009982



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

As I recall, they did right away at the beginning of the phone call.

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

Guaranteed lower price than I was getting from West Penn.

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

Not really. obviously!

b. If yes, please explain your understanding.

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

I thought the rates would be somewhat lower than West Penn as long as I was an IDT customer.

12. a. Did the EGS salesperson guarantee savings?

Not that I recall.

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 don't 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?
No I did not.
- b. If yes, when and under what circumstances did you do so?
- 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?
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?
The person wanted me to believe that if I stayed with IDT that the bills would be lower later on + still be lower than West Penn Power.
20. If you were able to contact your EGS, please describe the relief, if any, the EGS offered you.
They were willing to give me back over 1/2 of the current bill, AS long AS I kept IDT AS A Provider.
21. Please provide any additional important information about your experience, including payment arrangements or termination notices.
I was fortunate enough to be able to pay the high bills before my service was terminated.

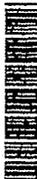
This information may be used in a legal proceeding currently before the Pennsylvania Public Utility Commission (PUC) brought on behalf of the Pennsylvania Office of Attorney General and the Pennsylvania Office of Consumer Advocate.

Laurie Beary

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Signature Laurie S Beary Date: 9/24/14



CONSUMER TESTIMONY

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

Charles Haefner

1. Please state your name and address.
Charles E. Haefner
695 Franklin Road
Mars PA 16046
2. What is the name of your electric distribution company?
Penn Power
3. a. Which electric generation supplier (EGS) did you have a problem with, if any?
IDT Energy Inc.
b. Please describe the problem.
Raised rate to .2135 kwh from .067 kwh
4. a. When, if at all, did you sign up with this electric generation supplier?
January 2013
b. If you did not sign up, explain the contacts, if any, you had with the sales agents before you were transferred to the EGS.
5. a. Are you still a customer of this electric generation supplier?
no
b. If no, when did you stop service with this electric generation supplier?
March 2014
6. How did you sign up with the EGS? For example, was it a telemarketing call, a door-to-door marketer, through a website or mailing, or some other method?
Telemarketing
7. Please describe the sales contacts that you had with the EGS's representative when you signed up for the service.
Representative promised rate would not go over .06 per kwh and would save \$250 per year from previous supplier.

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

Yes, in phone conversation.

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

Price would not be over .06 per kwh

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

yes

b. If yes, please explain your understanding.

Representative said would be guaranteed a fixed rate, .06 per kwh.

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

Permanent price.

12. a. Did the EGS salesperson guarantee savings?

Yes, definitely.

b. If yes, please explain.

Guaranteed would be a fixed rate of .06 per kwh.

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

No, signed up for savings.

b. If so, please explain.

14. a. If you received a disclosure statement (sometimes called the terms and conditions)?

Never

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



- a. **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
- 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?**
Called and explained concern. Their response was gas price went up for them. They were passing on the increase.
20. **If you were able to contact your EGS, please describe the relief, if any, the EGS offered you.**
They sent a check for \$500.
21. **Please provide any additional important information about your experience, including payment arrangements or termination notices.**
Bill went from \$235 in January 2014 and increased to \$931.29 in February.

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Signature Charles E. Haefner 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 J. Rooney
103 N. Grand St Lewistown Pa, 17044

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

penelco

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

I.D.T

b. Please describe the problem.

was lied to about service

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

May of 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.

They told me to just say yes to the questions
just say yes to everything they say to you.

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

No! NOT for I.D.T.

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

In Sept. 213

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

Door to Door.

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

was told it was through the
Government (Though) the Obama Plan.

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

I don't know what EGS means. She said she was with the government with a plan from Obama to

9. If you signed up, what was your understanding of the EGS's price? help low income people
Flat Rate (never goes up or down)

10. a. Did you understand how the EGS's price would be set? it would save me more money than the 70 to 90 I already pay

No was told it would be low that's it not as high as Penelec.

b. If yes, please explain your understanding. that I would be paying less with them.

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

for as long as I had them

12. a. Did the EGS salesperson guarantee savings?

yes ~~she~~ said it would be lower than 70 to 90. I was paying already

b. If yes, please explain.

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

No.

b. If so, please explain.

I knew I didn't have to, but the flat rate being only less than I was paying

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

No

so I switched

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

Did not get one at the time I signed up. They mailed me papers about a bonus I was to get but not that.

- b. If yes, what was your understanding of what you would pay for electricity?
 I understood that it was the government helping low income people it would lower my Bill
- 16. a. Did you sign an enrollment form?
 I dont remember I but I only remember the phone asking me questions Not 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 just a paper about a Bonus card that I did not get even.
- 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?
 Yes right to my left she was standing and her base was on my right
- 18. Did you receive a Welcome Letter or other mailings from the EGS? If yes, please explain.
 yes, it said I would appreciate as a customer I would get my bonus card card
- 19. Please describe any contacts that you had with EGS agents concerning your problem?
 I called to cancel, 2 times they told me to rethink it. Finally got it cancelled asked for help
- 20. If you were able to contact your EGS, please describe the relief, if any, the EGS offered you.
 they send me a check for \$400.00 told me that was for my trouble
- 21. Please provide any additional important information about your experience, including payment arrangements or termination notices.
 they would not talk to me or even answer there phone but when I did get them.

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

over.

they told me to pay my Bill
thats all that I barely ever
talked to them. they would not
answer their phone. it would go to
voice mail, or hang up on me alot
But spoke to me not very much.
just to tell ~~me~~ me to pay.

Kevin Rooney

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 Kevin Rooney Date: 9-26-2014

