

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

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

AND

THE PENNSYLVANIA OFFICE OF CONSUMER ADVOCATE

VOLUME 3

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

v.

IDT Energy, Inc.  
C-2014-2427657

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Volume 3

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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.

RON AND KATHY MCELROY  
24 HIGH ST. P.O. # 211  
MOUNT JEWETT, PA 16740

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

PENNELEC, I THINK

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

IDT

b. Please describe the problem.

THEY PROMISED SAVINGS THEN RAISED RATES  
DRASTICLY

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

LATE 2013 BY PHONE  
FALL

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

WE WERE CALLED BY IDT

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?

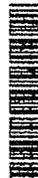
FALL OF  
SPRING OF 2014

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

TELEMARKETER

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

THEY CALLED AND PROMISED  
DRASTIC SAVINGS



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

YES, IDT

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

DIDNT SIGN 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?

INDEFINATELY

12. a. Did the EGS salesperson guarantee savings?

YES

b. If yes, please explain.

WE EXPLAINED THAT I'M 67 AND MY WIFE 62 WAS DISABLED AND THEY SAID THATS WHY THEY CALLED US TO OFFER THE SAVINGS

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

NO

b. If so, please explain.

N/A

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

NEVER

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?

WAY LESS THAN WE WERE PAYING

16. a. Did you sign an enrollment form?

NO

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

N/A

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

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?

N/A

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?

VERY DIFFICULT TO CONTACT 1DT FOR ANY QUESTIONS OR TO TERMINATE. TOOK 2 DAYS ON HOLD

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

NO RELIEF

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

THE EXPLANATION WE GOT WAS, COSTS HAD GONE UP DRASTICALLY DUE TO THE HARSH WINTER

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.

Ron McElroy

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 Ron McElroy Date: 9/23/2014



CONSUMER TESTIMONY

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

1. Please state your name and address.

Heather Briscoe  
4 High St Reading PA 19606

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?

JDT

b. Please describe the problem.

Sudden dramatic rate increases with no notice.

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

June 21st 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?

February 2014 - 24th of month

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 called (sister) Lindsey Briscoe thru telemarketing on her cell.

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

Yes at beginning of call

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

20% rate reduction, 7% total decrease in one year.

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

Cost per kilowatt would decrease

b. If yes, please explain your understanding.

Cost was supposed to be decreased for a year

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

a year

12. a. Did the EGS salesperson guarantee savings?

Yes

b. If yes, please explain.

20% rate reduction

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

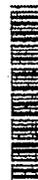
no

b. If so, please explain.

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

no

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



- b. If yes, what was your understanding of what you would pay for electricity?
  
- 16. a. Did you sign an enrollment form?  
*no*
- b. If yes, when and under what circumstances did you do so?
- c. Did you ever receive a copy of the signed form?
  
- 17. a. If someone called you to verify that you enrolled with the EGS, please describe the call.  
*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?  
*attempted calling several times never recieved a answer.*

20. If you were able to contact your EGS, please describe the relief, if any, the EGS offered you.  
*no*

21. Please provide any additional important information about your experience, including payment arrangements or termination notices. *still paying off 2 months of high electric costs. met Ed provided us w/ a payment plan. Ed mailed one check to me for 1st months high service bill. and not covered.*

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.

*occured after filing paper work w/ Attorney General.*



Heather Briscoe

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 Heather Briscoe 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.

Denise Clawson  
514 Liggett Ave  
Manasquan NJ 08063

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?

IOT

b. Please describe the problem.

They contacted me offered me TWO FREE months of electricity AT A COMPARABLE RATE TO WHAT I WAS ALREADY PAYING. I REALLY DID NOT WANT TO SWITCH FROM DIRECT ENERGY BUT DECIDED TO DO IT. THEN WHEN I GOT MY FIRST BILL IT WAS 3 TIMES HIGHER THAN ITS EVER BEEN

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

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

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? The very next month of Billing cycle.

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 had contacted me a couple times before I decided to switch. Of course with an offer they said you could NOT refuse. TWO FREE months of electricity AT A COMPARABLE RATE THAT I WAS ALREADY PAYING



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? *IT WAS CURRENTLY LOWER THAN WHAT I WAS PAYING. AND OFFERED TWO FULL MONTHS OF GENEROUSLY AFTER A CERTAIN PERIOD OF TIME I DONT RECALL HOW LONG.*
10. a. Did you understand how the EGS's price would be set? *YES, I THOUGHT*
- b. If yes, please explain your understanding. *I THOUGHT IT WOULD BE THE BEST RATE THAT WAS AVAILABLE ACCORDING TO THE CURRENT MARKET*
11. What was your understanding of how long the EGS would charge that price?  
*EVERY MONTH*
12. a. Did the EGS salesperson guarantee savings? *YES*
- b. If yes, please explain.
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?  
*I ONLY RECEIVED A LETTER FROM WEST PENN POWER STATING THAT I CHOOSE JDT FOR MY ELECTRIC SUPPLIER.*

- 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.  
*I DON'T RECALL*
- 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 WAS ONLY ABLE TO CONTACT THEM ONCE. THEN NOTHING WAS RESOLVED I TRIED VARIOUS TIMES AFTER BY PHONE & EMAIL*
20. If you were able to contact your EGS, please describe the relief, if any, the EGS offered you.  
*NO RELIEF WAS OFFERED I WAS JUST TOLD IT WAS A VARIABLE RATE THAT WENT SKY HIGH AND CHANGED EVERY DAY SO THATS WHY MY BILL WAS SO HIGH.*
21. Please provide any additional important information about your experience, including payment arrangements or termination notices. *I WAS NOT ABLE TO CONTACT EGS FOR PAYMENT ARRANGEMENTS, I CONTACT WEST PENN POWER AND MADE ARRANGEMENTS SO MY ELECTRIC WOULD NOT BE SHUT OFF. I HAVE A VERY DISABLED DAUGHTER AT HOME, THAT USES MEDICAL EQUIPMENT.*
- 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.



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Signature Denise Clawson 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.

Tod A Moore  
1130 Andersontown Rd  
Mechanicsburg Pa 17055

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

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

IDT Energy (NJ)

b. Please describe the problem.

My kWh usage per hour went from 8k. kWh in January 2014 to 29k kWh in February 2014 without any warning notice.

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

Summer 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

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

Was just a phonecall.



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

Yes, not sure.

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?

No, was not real clear.

b. If yes, please explain your understanding.

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

I thought it was a two year contract but I had no idea that they could increase their rate that drastically and quickly

12. a. Did the EGS salesperson guarantee savings?

Yes

b. If yes, please explain.

Basically told me ~~that~~ the rate and my current rate

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 believe within two weeks

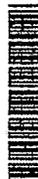
15. a. If you received the disclosure statement, did you review it before enrolling with the EGS?

Yes



- b. If yes, what was your understanding of what you would pay for electricity?  
*I believed that I would get a better rate and if there was an increase it would not be for two years and it was not clear ~~it~~ notified on how much*
16. a. Did you sign an enrollment form? *It would increase*  
*Not sure*
- b. If yes, when and under what circumstances did you do so?
- c. Did you ever receive a copy of the signed form?  
*Not that I remember*
17. a. If someone called you to verify that you enrolled with the EGS, please describe the call.
- b. Was the EGS's sales agent present during the call?  
*Not sure*
18. Did you receive a Welcome Letter or other mailings from the EGS? If yes, please explain.  
*No*
19. Please describe any contacts that you had with EGS agents concerning your problem?
20. If you were able to contact your EGS, please describe the relief, if any, the EGS offered you.  
*They took off around 100.00 and told me I could make payments for the remainder of the bill which was a total of \$915.00 for one month*
21. Please provide any additional important information about your experience, including payment arrangements or termination notices.  
*January 2013 bill was around \$300.00 & Feb 2014 went to \$915.00*

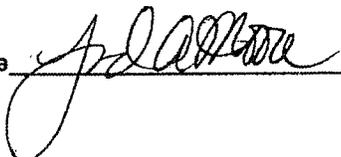
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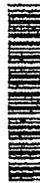


Tod Moore

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: 9-26-2014



CONSUMER TESTIMONY

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

1. Please state your name and address.

MARJORIE GIVLER  
207 TANBARK DR  
LEWISTOWN PA 17044

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

PENELEC

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

IDT ENERGY

b. Please describe the problem.

BILLS HAD GONE FROM 300.<sup>00</sup> TO \$ 591.55 TO 976.68.

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

DID NOT SIGN ANYTHING THAT I CAN  
REMEMBER. JUST TALKED ON THE PHONE.

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

WAS TOLD THEY COULD SAVE ME MONEY.

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?

PHONE

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

KWh 0.0929 PER KWh TO 0.2453 PER KWh



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

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

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

b. If yes, please explain your understanding.

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

12. a. Did the EGS salesperson guarantee savings?

*YES*

b. If yes, please explain.

*GAVE ME A BETTER kWh*

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

*NO. THOUGHT I WOULD BE SAVING MONEY.*

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?  
LOWER 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.  
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.  
NO. THAT I REMEMBER

19. Please describe any contacts that you had with EGS agents concerning your problem?  
TALKED TO A FEW DIFFERENT PEOPLE. EXPLAINED I did NOT UNDERSTAND A \$90.00 ELECTRIC BILL AND COULD NOT AFFORD IT. ON SOCIAL SECURITY

20. If you were able to contact your EGS, please describe the relief, if any, the EGS offered you.  
OFFERED TO GIVE ME \$200.00. 5-12-14  
CK# 119723

21. Please provide any additional important information about your experience, including payment arrangements or termination notices.  
I AM GIVING THE INFORMATION I CAN REMEMBER.

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 Marjorie Givler Date: 10-6-14



CONSUMER TESTIMONY

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

1. Please state your name and address.

Bryan Pritt  
950 WISSINGER Rd.  
WINDOBER, PA 15963

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.  
550 BROAD ST.  
NEWARK, N.J. 07102

b. Please describe the problem.

FEBRUARY, 2014 My rate SPIKED  
FROM .090 PER KWH to .207 PER KWH

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

MARCH, 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.

COMMUNICATED VIA TELEPHONE

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?

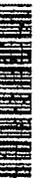
MARCH, 2014

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 PHONE CALL

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

I WAS TOLD I WOULD SAVE MONEY AND  
I WOULD BE "GOING GREEN."



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

I BELIEVE SO ... AT SOME POINT DURING THE PHONE CALL.

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

LOWER THAN MY CURRENT PENNELEC.

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

OBVIOUSLY. I DID NOT UNDERSTAND ENOUGH. I JUST THOUGHT IT WOULD STAY LOWER THAN PENNELEC RATE.

b. If yes, please explain your understanding.

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

I FELT MY RATE WOULD REMAIN LOWER THAN THE COMPETITION

12. a. Did the EGS salesperson guarantee savings?

I AM NOT SURE IF THE WORD "GUARANTEE" WAS USED. IT WAS JUST IMPLIED

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)?

APPROXIMATELY ONE WEEK OR SO LATER

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

I WAS ENROLLED VIA TELEPHONE PRIOR TO RECEIVING THE TERMS & CONDITIONS; THEREFORE TO ANSWER YOUR QUESTION ... NO

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

16. a. Did you sign an enrollment form?

*I DO NOT REMEMBER SIGNING THIS DOCUMENT.*

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

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

*NOT TO THE BEST OF MY KNOWLEDGE.*

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

*I DO NOT REMEMBER SUCH A CALL.*

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

*N/A*

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

*YES. SHORT ONE PAGE INTRODUCTION FURNISHING CUSTOMER SERVICE CONTACT INFO.*

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

*1.) 1<sup>ST</sup> CALL TO REP. COMPLAINING OF HIKE; ANSWER = DUE TO EXTENDED AND SEVERE COLD. 2.) WAS ADVISED THAT THEY PURCHASED THE POWER AND ALL OTHERS WOULD BE FOLLOWING SUIT.*

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

*I DID CONTACT THEM, RECEIVED NO SATISFACTION UNTIL AFTER SUCH TIME AS I CONTACTED A G. OFFICE, AND THEY INQUIRED*

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

*I APPRECIATE THE ATTORNEY GENERAL'S OFFICE TAKING MY CONCERNS SERIOUSLY. AFTER THEIR INVOLVEMENT, I DID RECEIVE A "GOOD WILL" CHECK FROM EGS IN THE AMOUNT OF \$186<sup>00</sup>. I AM THANKFUL FOR*

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.

*AT LEAST THIS AMOUNT.*

Bryan Pritt

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 Bryan D Pritt Date: 9-25, 2014



CONSUMER TESTIMONY

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

1. Please state your name and address.

Kelly Berfield  
274 Sarah St.  
Homer City PA 15748

At the time of the incident,  
I was living at 140 Kassal St,  
Homer City PA 15748

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

Penelec

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

IDT Energy

b. Please describe the problem.

I got an outrageous electric bill from them. It was five hundred and some dollars

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

Not sure of exact date - Winter of 2014 (beginning of the year)

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 signed up online

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?

Approximately April

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?

Advertisement at the bottom of a Dollar General receipt

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

I did it online only



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

N/A

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

much lower than Penelec and suppose to get the 1st 3 months free

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

NO

b. If yes, please explain your understanding.

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

until energy costs went up. I knew it would fluctuate but never like it did.

12. a. Did the EGS salesperson guarantee savings?

N/A Did on line but advertisement led me to believe I would see a big savings.

b. If yes, please explain.

N/A

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

NO

b. If so, please explain.

Because I did it through

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

This I am not sure of. I may have had to print out when I signed online

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?

not sure because I did it online

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

n/A

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

?

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

?

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

?

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

yes I did

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

Called about high Bill. Person said that there was nothing they could do because that was the rate of electricity was used. Then I was told I would get one more high bill because it took a billing cycle for Penelec to change it

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

I received a \$400 same check from IDT

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

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Kelly Berfield

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Signature Kelly Berfield Date: 9-22-14

11/11/14 10:00 AM

CONSUMER TESTIMONY

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

1. Please state your name and address.

PATRICIA A. ALKEMA  
7558 ROCKY RIDGE RD. E. STROUDSBURG PA. 18302

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.

UP + DOWN IN CHARGES  
NOT A STEADY AMOUNT

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

STARTED APPROXIMATELY 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?

ADVERTISEMENT FROM MET ED BILL-STATEMENT

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

IT WAS A VERBAL CONVERSATION

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

Yes During Phone Conversation

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?

Yes

b. If yes, please explain your understanding.

They informed me their prices will be lower than met Ed.

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

I thought the pricing would stay the same

12. a. Did the EGS salesperson guarantee savings?

Yes - you will be saving on your bill I was told

b. If yes, please explain.

The sales rep said I will save money on my bill.

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

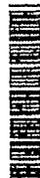
NO

b. If so, please explain.

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

NO IT WAS VERBAL I DIDN'T RECEIVE ANYTHING.

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



- b. If yes, what was your understanding of what you would pay for electricity?
  
- 16. a. Did you sign an enrollment form? *NO*
  
- b. If yes, when and under what circumstances did you do so?
  
- c. Did you ever receive a copy of the signed form? *NO*
  
- 17. a. If someone called you to verify that you enrolled with the EGS, please describe the call.  
*Verbal ACCEPTANCE*
  
- 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~~ *Yes - A THANK YOU LETTER FOR ENROLLING*

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

*Yes, I EXPLAINED THAT THE DIFFERENCE IN THE PRICE WASN'T AS LOW AS THEY SAID.*

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

*They called to say they would lower the rates, they were high because of the cold weather of the* } *IT would be.*

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

*after I decided to cancel they would lower the rates, I was informed, they called me the rates were: 9.51 night mo was 26.91* ↓

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*Big Difference*

Patricia Alkema

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 Patricia A Alkema Date: Sept 23, 2014



CONSUMER TESTIMONY

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

1. Please state your name and address.

John Orue  
155 Shust rd.  
Greenfield Twp, pa. 18407

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.

Approximately 300% increase in rate  
without warning.

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

Not sure of exact date. It was about  
two years ago.

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

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?

not sure of exact date. I think it was at  
the end of winter 2014.

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

Telemarketing

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

They said I would save money by switching to  
them and drop PP&L because their rates  
were so much better. Also, I would get  
AN ANNUAL Rebate

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?

it was less expensive than PP&L

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

Yes

b. If yes, please explain your understanding.

They were less per kilowatt hour, plus gave ANNUAL Rebate.

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

That never came up in the conversation

12. a. Did the EGS salesperson guarantee savings?

Yes

b. If yes, please explain.

Less per kilowatt hour plus a few hundred dollar Rebate

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

No

b. If so, please explain.

N/A

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

Never

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

N/A

- b. If yes, what was your understanding of what you would pay for electricity?  
N/A
  
- 16. a. Did you sign an enrollment form?  
I really don't know.
  
- b. If yes, when and under what circumstances did you do so?
  
- c. Did you ever receive a copy of the signed form?  
I don't think so
  
- 17. a. If someone called you to verify that you enrolled with the EGS, please describe the call.  
No one called to verify
  
- b. Was the EGS's sales agent present during the call?  
N/A
  
- 18. Did you receive a Welcome Letter or other mailings from the EGS? If yes, please explain.  
I don't think so
  
- 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.  
I called to cancel when I received the 300% increase. They said I would have to wait for next billing cycle.

21. Please provide any additional important information about your experience, including payment arrangements or termination notices.  
They said I would forfeit my annual Rebate. When I called to cancel, I said I didn't care. The 300% increase was not worth staying for Rebate

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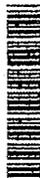


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Signature 

Date: 9-22-2014



CONSUMER TESTIMONY

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

1. Please state your name and address.

James C. Marshall  
3043 E. Prospect Rd  
York PA, 17482

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

MED

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

Idt

b. Please describe the problem.

Extremely high rates

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

2012 just a switch

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.

Sale agent came to the house  
said they had better rates

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?

Mar/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?

door to door

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

it was a door to door  
just had to call and  
say I wanted the supplier



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

2012 that they were with  
Idt

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

Lower rates than MED

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

yes

b. If yes, please explain your understanding.

lower rates than MED

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

as long as they were my  
supplier

12. a. Did the EGS salesperson guarantee savings?

yes

b. If yes, please explain.

Rates better than MED

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

No my choice

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?

Never



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.

yes that I wanted to make  
them my supplier

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

NO they had to step  
out

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?

mar 2014 my bill was 2,650.12  
that's when I called them

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

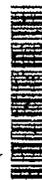
they offered me 600.00 check  
to to bill

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

The experience was awful how  
could anyone in there right mind  
want to pay a bill this high I'm still

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paying  
it.



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Signature James C. Marshall 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.

*Desiree R. Eichenlaub - 700 Tanglewood Rd. <sup>APT #17</sup> Muncy, PA 17756*

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, Inc.*

b. Please describe the problem.

*I was not aware I had switched. When I was notified I decided to let IDT stand as my provider, because their rates were lower than ~~at~~ <sup>at the time</sup> when the rates increased at an extreme rate.*

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

*~~Nov. 29th, 2013~~ 12-11-2013*

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.

*see # 17*

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?

*called 3-14-14, but I believe the stop date was 4-11-14*

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

*telemarketing call*

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

*Nov. 2013 - received phone call from IDT - said I was not interested, person kept going on & on. At the end of the call I thought I had not switched companies.*

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

*yes - I don't know*

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

*I was getting a lower rate than other provider, but I did not know I was signing 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?

*there was no understanding*

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?

~~yes~~ *no*

b. If so, please explain.

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

*yes,*

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

*after they had already switched me.*

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

*I don't remember*

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.

*I do not know if anyone called*

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

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

*yes, explaining their terms & conditions*

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

*2-25-14*

*3-6-14*

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

*2-25-14 offer 66.00 rebate check*

*3-6-14 I could not give a rate for charges*

*3-14-14 cancelled and gave \$124.66 in a check*

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

*try to contact plenty of times - line was busy for an hr. at a time.*

*payments received - 3/21/14 \$66.00 5/12/14 \$100.00*

*4/24/14 124.66 3/31/14 - 1st month electric usage  
to be issued after 3 months of service*

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Desiree Eichenlaub

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Signature Desiree Eichenlaub Date: 9-25-14



CONSUMER TESTIMONY

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

1. Please state your name and address.

Kitty Rowe  
445 W. 5th St. Waynesboro, Pa. 17268

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.

They switched me w/o my permission.

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

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

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 don't know the specific date, but as soon as I got a \$900 bill I called and switched.

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 did not sign up with them they switched w/o my consent.

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

8. Did the sales representatives identify themselves as being with the EGS? If so, when?
  
9. If you signed up, what was your understanding of the EGS's price?
  
10.
  - a. Did you understand how the EGS's price would be set?
  
  - b. If yes, please explain your understanding.
  
11. What was your understanding of how long the EGS would charge that price?
  
12.
  - a. Did the EGS salesperson guarantee savings?
  
  - b. If yes, please explain.
  
13.
  - a. Did you believe that you were required to sign up with the EGS?
  
  - b. If so, please explain.
  
14. When, if at all, did you receive a disclosure statement (sometimes called the terms and conditions)?  

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?

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

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

I called them to complain about such a high bill. Then asked for the recorded conversation. The recording was

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

IT did give me a price comparison w/ West Penn Power and refunded me \$180.00. Neither me or my husband

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

I made payment arrangements for 6 months.

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Signature Kitty Rowe 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.



Mr. Martin A. Puchi  
PO Box 491  
Canonsburg, PA 15317

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.

DOUBLED OUR BILL

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

DID NOT SIGN UP

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

BY PHONE

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

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

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?

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

DID NOT AGREE TO SIGN UP



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

YES P

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

DONT KNOW

10. a. Did you understand how the EGS's price would be set?  
DID NOT AGREE TO SIGN UP

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.

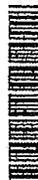
14. When, if at all, did you receive a disclosure statement (sometimes called the terms and conditions)?

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? 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
  
- 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.

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

*Martin A. Puchi*

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.

John P. Pitts  
82 Troy Hill Rd.  
Phillipsburg Pa 16866

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

Pennlec

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

IDT Energy Inc.

b. Please describe the problem.

They were billing for service that I never agreed to.

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

Never

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

No contacts at all. I was just billed

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 called my Electric Company they stopped all billing from I.D.T. INC.

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 never signed or talked to anyone Pennlec said that they were contacted by I.D.T. saying I had changed to

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

Them. And that Pennlec just assumed that we did. And they (Pennlec) never contacted me they just let the billing start.

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

No Na

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

None Na

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

No Na

b. If yes, please explain your understanding.

NA

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?

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?

NA

16. a. Did you sign an enrollment form?

No

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

No

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 ONE EVER CALLED ME.

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?

None

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

None

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

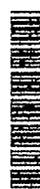
The Electric Co. Pennko just said we had to pay the electric bill or they would turn off our service. So we paid until we were told about this company overcharging for service. Then we contacted your office.

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Signature *John Pitts* Date: 09/22/2014



CONSUMER TESTIMONY

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

1. Please state your name and address. **Judi Olszyk**  
**PO Box 1049**  
**Pocono Pines, Pa 18350**
2. What is the name of your electric distribution company?  
**PPL**
3. a. Which electric generation supplier (EGS) did you have a problem with, if any?  
**IDT**  
b. Please describe the problem. **I was paying roughly 7-8¢ per Kilowatt. Then for the winter months it changed to 20-21 Kilowatts.**
4. a. When, if at all, did you sign up with this electric generation supplier?  
**About 2 yrs ago**  
b. If you did not sign up, explain the contacts, if any, you had with the sales agents before you were transferred to the EGS. **They called and told me they could give me a better, cheaper rate than what I was paying.**
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?  
**may 2014**
6. How did you sign up with the EGS? For example, was it a telemarketing call, a door-to-door marketer, through a website or mailing, or some other method?  
**Telemarketing call.**
7. Please describe the sales contacts that you had with the EGS's representative when you signed up for the service.  
**Just one phone call. Told me I could save money. That i could change at anytime with no contract.**

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

I don't remember.

9. If you signed up, what was your understanding of the EGS's price? It was lower and I would be saving money with them versus who I was using at the time

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

I thought I did.

- b. If yes, please explain your understanding.

Since I had a set price with the company I was using it should have been a set price with IDT

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

until I cancelled.

12. a. Did the EGS salesperson guarantee savings?

Absolutely. I would never have switched if they didn't

- b. If yes, please explain.

See above

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 even remember if I received one.

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



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

16. a. Did you sign an enrollment form?

I don't remember. It was 2 yrs ago.

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

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

No. I don't think so

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

I don't remember

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

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

I don't remember

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

I emailed them 2-3 times. I told them they charged me 1306.00 for 2 months. they offered me a good faith credit of 176.00. told them no.

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

then the following month they charged me another 6-700 dollars. I told them I was filing a complaint with PUC. they then offered me a 576.00 credit. I

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

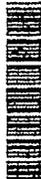
accepted that credit in order to pay my electric bill that month. I looked back at my statements and for 3 months they charged me about 700 a month.

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I am on the budget plan so I never noticed how high my bill got until they raised my budget!!!

BCP EGS

BCP-14-05-008040



Judi Olszyk

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Signature Judi Olszyk Date: 9/25/14



CONSUMER TESTIMONY

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

1. Please state your name and address.

TAMMY MARTIN  
1006 MUNNICHALE APT. 2 HARRISON CITY PA. 15636

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.

my bill shot up to 560 ~~from~~ IN DEC  
my bill WAS ONLY 185

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

I BELIEVE IT WAS IN JULY

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 (IDT)

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

July

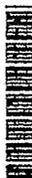
6. How did you sign up with the EGS? For example, was it a telemarketing call, a door-to-door marketer, through a website or mailing, or some other method?

IT WAS A PHONE CALL

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

Her NAME WAS LINDA, SHE SAID OUR USAGE WILL  
LOWER AND STAY LOWER THAN WHAT WEST PENN CAN OFFER  
I WILL SEE A SUFFICIENT SAVING

8. Did the sales representatives identify themselves as being with the EGS? If so, when?  
*yes, At the beginning of the conversation*
9. If you signed up, what was your understanding of the EGS's price?  
*I WAS to be 10¢ CHEAPER*
10. a. Did you understand how the EGS's price would be set?  
*yes*
- b. If yes, please explain your understanding,  
*it is the usage of KW*
11. What was your understanding of how long the EGS would charge that price?  
*as long AS I HAD NOT CANCELLED*
12. a. Did the EGS salesperson guarantee savings?  
*yes*
- b. If yes, please explain.  
*She said my bill should go down at least \$50. to \$80 monthly*
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)?  
*yes*
15. a. If you received the disclosure statement, did you review it before enrolling with the EGS?  
*yes*



- b. If yes, what was your understanding of what you would pay for electricity?  
a lowe rate
16. a. Did you sign an enrollment form?  
NO (she said they were working with west Penn Power).
- 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.  
west Penn called to verify
- b. Was the EGS's sales agent present during the call?  
YES
18. Did you receive a Welcome Letter or other mailings from the EGS? If yes, please explain.  
NO
19. Please describe any contacts that you had with EGS agents concerning your problem?  
I called AND come plained because my Bill went so High IN one month
20. If you were able to contact your EGS, please describe the relief, if any, the EGS offered you.  
NONE
21. Please provide any additional important information about your experience, including payment arrangements or termination notices.  
they would not work with me I called 4 times, And so I have just recieved a termination notice for sep. I CAN NOT get this payed it is to High ~~EGS~~

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Tammy Martin

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 Tammy L. Martin Date: 9-25-14



CONSUMER TESTIMONY

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

1. Please state your name and address.

ESTEBAN MULERO  
828 Club House Dr.  
~~ESS~~ E. STRoudsburg P.A. 18302

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

MET ED

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

IDT Energy

b. Please describe the problem.

Charged me for a BILL ALMOST 3 TIMES KILLOWATT per Hour. (MONTH) BEFORE WAS IN THE 400 Range, THEN IT CLIMBED TO ALMOST 7500. ALL CHARGED WITH MARCH DATES OF THE 3rd & 31<sup>ST</sup>

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

ARound ~~SEPTEMBER~~ 2013. - I RECEIVED MY WELCOME LETTER SEPTEMBER 24

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 IDT. THEY MADE IT SOUND GREAT WITH A REBATE OF \$50 AFTER 3 MONTHS.

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?

WINTER OF 2013 INTO 2014. SOMEWHERE AROUND 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?

Mailing. BY IDT

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

IDT REPS. I INQUIRED. SOUNDED GREAT, SO I CHANGED OVER. I THOUGHT I COULD SAVE.

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

Yea. When I called. Who is EGS?

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

That it would be lower than met Ed per kilowatt hr.

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

At the time yes.

b. If yes, please explain your understanding.

That it would be a lower price than met Ed.

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

They didn't describe any length for any charges!  
It would charge for a lower kilowatt per hr.

12. a. Did the EGS salesperson guarantee savings?

Yes! - or I wouldn't have changed over.

b. If yes, please explain.

That I would save. I live alone most of the time. work second shift. (2:30 to 11:00 p.m) so I thought I can save! Plus I put up insulation throughout the house to help.

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

Yes. It was a (contract) of sorts. But I could cancel anytime

b. If so, please explain.

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

Sometime later. } Not sure. Too long ago to remember for me.

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

No! It was described to me by a rep. A general understanding.

- b. If yes, what was your understanding of what you would pay for electricity?  
ALL I KNEW AS TOLD TO ME, THAT IT WOULD BE SAVINGS FOR ME.
- 16. a. Did you sign an enrollment form?  
DONT Remember
- b. If yes, when and under what circumstances did you do so?  
Sometime in 2013 in September
- c. Did you ever receive a copy of the signed form?  
DONT Remember - I THINK SO
- 17. a. If someone called you to verify that you enrolled with the EGS, please describe the call.  
Yes. They had NOTIFIED WHEN IT WOULD TAKE AFFECT. AROUND SEPT. 23RD 2013
- b. Was the EGS's sales agent present during the call?  
~~Yes~~ Yes
- 18. Did you receive a Welcome Letter or other mailings from the EGS? If yes, please explain.  
YES -- Describing THE TERMS.
- 19. Please describe any contacts that you had with EGS agents concerning your problem?  
I CONTACTED THEM WHEN I WANTED TO CANCEL. THEY SAID THAT IT INCREASED MORE THAN DOUBLE. I ALMOST FREAKED OUT. FROM \$400 PLUS TO ALMOST \$600 IN ONE MONTH. OUCH!
- 20. If you were able to contact your EGS, please describe the relief, if any, the EGS offered you.  
DIDNT OFFER ANY RELIEF EXCEPT TO CANCEL IMMEDIATELY. ALL THEY OFFERED WAS ALSO PERATE AFTER 3 MONTHS
- 21. Please provide any additional important information about your experience, including payment arrangements or termination notices.  
THEY CAME OUT SOUNDING LIKE I WOULD GET SUBSTANTIAL SAVINGS! THEN BANG! AGAIN. I LIVED ALONE FOR THAT TIME PERIOD. I COULDN'T UNDERSTAND THAT CRAZY INCREASE.

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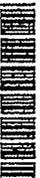
Spoke To Priscilla CANDLE From  
IOT To CANCEL!

Esteban Mulero

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

Signature Esteban Mulero Date: 9-23-14





Bill Based On: Estimated Meter Reading, Equal Payment Plan, Budget Review

February 11, 2014

Account Number:

Amount Due: \$581.01

Due Date: March 03, 2014

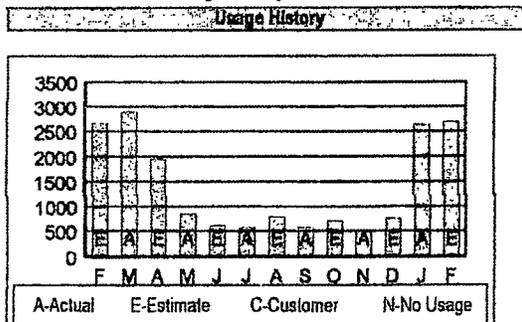
**Billing Period:** Jan 07 to Feb 05, 2014 for 30 days  
**Bill For:** ESTEBAN MULERO  
 WINONA LAKES  
 828 CLUB HOUSE DR  
 EAST STROUDSBURG PA 18301

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:** Met-Ed, PO Box 16001, Reading PA 19612-6001

Message	Account Summary	Amount Due
To avoid a 1.50% Late Payment Charge being added to your bill, please pay the <b>Amount Due</b> by the Due Date.	Previous Balance	312.00
Your current <b>PRICE TO COMPARE</b> for generation and transmission from Met-Ed is listed below. For you to save, a supplier's price must be lower.	Payments/Adjustments	-312.00
<b>Residential Time Of Day - 0002300707 - 8.18 cents per KWH</b>	<b>Balance at Billing on Feb 11, 2014</b>	<b>0.00</b>
Your next meter reading is scheduled to occur on or about Mar 06, 2014	Met-Ed - Payment Plan Amount	58.00
Your bill includes \$5.00 in PA taxes, of which \$4.01 is PA gross receipts tax.	Met-Ed - Misc. Charges	4.99
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.	IDT Energy	518.02
As a customer in the Equal Payment Plan program, your account has been reviewed and your payment amount adjusted to better match your actual usage. Starting next month, your payment amount will be \$43.00.	<b>Total Current Charges</b>	<b>581.01</b>
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 <a href="http://www.irs.gov/individuals">http://www.irs.gov/individuals</a> .	<b>Amount Due by Mar 03, 2014</b>	<b>\$581.01</b>
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.	<b>Your actual account balance is \$600.64.</b>	

Usage Information for Meter Number L26018437				
Feb 05, 2014 OnPeak KWH Reading (Estimate)		31,773		
Jan 07, 2014 OnPeak KWH Reading (Actual)		31,372		
OnPeak KWH Used (14.9%)		401		
Feb 05, 2014 OffPeak KWH Reading (Estimate)		4,017		
Jan 07, 2014 OffPeak KWH Reading (Actual)		1,727		
OffPeak KWH Used (85.1%)		2,290		
KWH used		2,691		
Charges From Met-Ed				
When contacting an Electric Generation Supplier, please provide the following.				
Customer Number:				
Rate: Residential Time of Day MET-ED				
Customer Charge		11.00		
Distribution	401 ONKWH x 0.055112	22.10		
	2,290 OFFKWH x 0.009140	20.93		
Solar Requirements Charge	2,691 KWH x 0.000160	0.43		
Default Service Support Charge	2,691 KWH x 0.003770	10.15		
Non-Utility Generation Charge	2,691 KWH x 0.000680	1.83		
Smart Meter Charge		1.79		
State Tax Surcharge		-0.20		
State Sales Tax		4.08		
<b>Current Consumption Bill Charges</b>		<b>72.11</b>		
Exterior Electric Repair Protection		4.99		
<b>Total Charges</b>		<b>\$ 77.10</b>		
Billing Information for IDT Energy				
550 Broad St., Newark, NJ 07102				
Customer Service: 1-877-887-6865				
Account Number: 2614852 Rate: BILL-READY				
<b>Billing Period: Jan 07, 2014 to Feb 05, 2014</b>				
Energy Charge: 2691 Kwh At \$0.1925 Per Kwh		518.02		
<b>Total IDT Energy Current Charges</b>		<b>518.02</b>		
Detail Payment and Adjustment Information				
01/27/14 Payment		-312.00		
Account Balances by Company				
	Previous Balance	Payments/ Adjustments	Current Charges	Amount Due
Met-Ed	62.99	-62.99	62.99	62.99
IDT Energy	249.01	-249.01	518.02	518.02
<b>Total</b>	<b>312.00</b>	<b>-312.00</b>	<b>581.01</b>	<b>581.01</b>
Equal Payment Plan (EPP) Summary				
Actual Charges Billed During 3 EPP Months				193.63
EPP Amount During 3 EPP Months				174.00
<b>Difference Between Actual Charges and EPP Amount</b>				<b>19.63</b>

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



Comparisons	Last Year	This Year
Average Daily Use (KWH)	80	90
Average Daily Temperature	31	24
Days in Billing Period	33	30
Last 12 Months Use (KWH)		15,528
Average Monthly Use (KWH)		1,294



Bill Based On: Actual Meter Reading, Equal Payment Plan, Prorated Bill

Page 1 of 2  
M66

**Billing Period:** Feb 08 to Mar 08, 2014 for 29 days  
**Bill For:** ESTEBAN MULERO  
 WINONA LAKES  
 828 CLUB HOUSE DR  
 EAST STROUDSBURG PA 18301

March 11, 2014

**Account Number:**

**Amount Due: \$428.12**

**Due Date: March 31, 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](http://www.firstenergycorp.com)  
**Bill issued by:** Met-Ed, PO Box 16001, Reading PA 19612-6001

Message	Account Summary	Amount Due
To avoid a 1.50% Late Payment Charge being added to your bill, please pay the <b>Amount Due</b> by the Due Date.	Previous Balance	581.01
Your current <b>PRICE TO COMPARE</b> for generation and transmission from Met-Ed is listed below. For you to save, a supplier's price must be lower.	Payments/Adjustments	-581.01
<b>Residential Time Of Day - 0002300707 - 8.09 cents per KWH</b>	<b>Balance at Billing on Mar 11, 2014</b>	<b>0.00</b>
Your next meter reading will be estimated. See the back of the bill to provide a customer reading by Apr 04, 2014.	Met-Ed - Payment Plan Amount	43.00
Your bill includes \$5.40 in PA taxes, of which \$4.33 is PA gross receipts tax.	Met-Ed - Misc. Charges	4.99
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.	IDT Energy	378.13
Effective March 1, 2014, the Non-Utility Generation Charge, which recovers costs associated with purchase power contracts with non-utility generation, has been adjusted.	<b>Total Current Charges</b>	<b>428.12</b>
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.	<b>Amount Due by Mar 31, 2014</b>	<b>\$428.12</b>
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 <a href="http://www.irs.gov/individuals">http://www.irs.gov/individuals</a> .	<b>Your actual account balance is \$480.68.</b>	
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.	<b>Usage Information for Meter Number: L58818437</b>	

When contacting an Electric Generation Supplier, please provide the following:  
 Customer Number: G  
 Rate: Residential Time Of Day ME-R1U  
 Customer Charge  
 Distribution 801 ONKWH x 0.055169 44.19  
 900 OFFKWH x 0.010089 9.08  
 Solar Requirements Charge 1,701 KWH x 0.000160 0.27  
 Default Service Support Charge 1,701 KWH x 0.003770 6.41  
 Non-Utility Generation Charge 353 KWH x -0.000080 -0.03  
 1,348 KWH x 0.000680 0.92  
 Smart Meter Charge 1.79  
 State Tax Surcharge -0.21  
 State Sales Tax 4.41  
**Current Consumption Bill Charges 77.83**  
 Exterior Electric Repair Protection 4.88  
**Total Charges \$ 82.82**

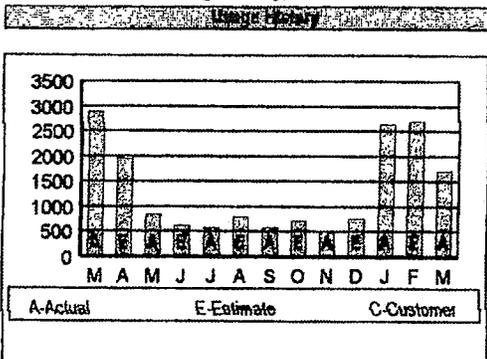
Usage Information for Meter Number: L58818437	Amount
Mar 06, 2014 OnPeak KWH Reading (Actual)	32,574
Feb 06, 2014 OnPeak KWH Reading (Estimate)	31,773
OnPeak KWH Used (47.1%)	801
Mar 06, 2014 OffPeak KWH Reading (Actual)	4,917
Feb 06, 2014 OffPeak KWH Reading (Estimate)	4,017
OffPeak KWH Used (52.9%)	900
KWH used	1,701

Charges From Meter	Amount
Customer Charge	11.00
Distribution	44.19
Solar Requirements Charge	0.27
Default Service Support Charge	6.41
Non-Utility Generation Charge	-0.03
Smart Meter Charge	1.79
State Tax Surcharge	-0.21
State Sales Tax	4.41
<b>Current Consumption Bill Charges</b>	<b>77.83</b>
Exterior Electric Repair Protection	4.88
<b>Total Charges</b>	<b>\$ 82.82</b>

Billing Information for IDT Energy	Amount
550 Broad St., Newark, NJ 07102	
Customer Service: 1-877-887-6866	
Account Number: 2614852 Rate: BILL-READY	
<b>Billing Period: Feb 08, 2014 to Mar 08, 2014</b>	
Energy Charge: 1701 Kwh At \$0.2223 Per Kwh	378.13
<b>Total IDT Energy Current Charges</b>	<b>378.13</b>

Detail Payment and Adjustment Information	Amount
02/27/14 Payment	-581.01

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



Comparisons	Last Year	This Year
Average Daily Use (KWH)	103	59
Average Daily Temperature	33	24
Days in Billing Period	28	29
Last 12 Months Use (KWH)		14,335
Average Monthly Use (KWH)		1,195

Account Balance by Company	Previous Balance	Payments/Adjustments	Current Charges	Amount Due
Met-Ed	62.89	-62.89	47.99	47.99
IDT Energy	518.02	-518.02	378.13	378.13
<b>Total</b>	<b>581.01</b>	<b>-581.01</b>	<b>428.12</b>	<b>428.12</b>

Equal Payment Plan (EPP) Summary	Amount
Actual Charges Billed During 4 EPP Months	271.46
EPP Amount During 4 EPP Months	217.00
<b>Difference Between Actual Charges and EPP Amount</b>	<b>54.46</b>

## CONSUMER TESTIMONY

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

1. Please state your name and address.

Sheila Snider  
4509 Ft. Loudon Road  
Mercersburg, PA 17236

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.

Our January bill was \$678.42 (0.0731/kwh). Our February bill was \$2,189.89 (0.254/kwh). I had called with concerns in January. Got slammed the next month - no warning.

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

I never signed any document.

- 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.

Spoke with IDT reps on several occasions by phone;  
Changed December 2012 to IDT

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?

Made change back to West Penn on 2/28/14 upon receipt of Feb. bill; caught in billing cycle till the next 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?

Telephone

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

Spoke with IDT Energy reps on a few occasions, compared notes with others in area who had also been contacted. Agreed to change by phone.

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

Yes ? December 2012

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

- 10% savings  
- could cancel within 3 business days; no contract  
- "Green Energy"

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

I thought I did

b. If yes, please explain your understanding.

I was told 1DT's rates would vary a few cents lower or on occasion higher than others. But it would always be competitive thus saving money over the long haul.

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

See comment #10.b.

12. a. Did the EGS salesperson guarantee savings?

Yes

b. If yes, please explain.

above

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 that I did.

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, not that I recall*

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

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

*No*

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

*? No recall of this*

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 to my knowledge or memory*

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

*I was unable to reach a rep. until March 15 at 12T.  
(17 days after getting the bill)*

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

*On March 15, Jessie offered a "Goodwill Credit" of \$1219.09*

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

*on 2/28/14 I spoke with Earl at West Penn who re-enrolled me & helped set up a billing plan for me to pay the \$2189.89 amount. My next bill (march) was \$1324.21, I was well into May till we got*

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.

*our budget back in line.*

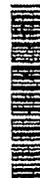


Sheila Snider

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 Sheila D Snider Date: 9/23/14



UNSWORN AFFIDAVIT

I, Sheila Snider, hereby certify that the statements made below are true and correct to the best of my knowledge, information, and belief:

1. My name is Sheila Snider.
2. I live at 4569 Fort Loudon Road Mercersburg, Pennsylvania 17236.
3. My telephone number is \_\_\_\_\_ and my email address is snider\_tsd@yahoo.com
4. I lived in my house for 30 years and always had West Penn Power. I started receiving calls sometime in 2012 from IDT Energy.
5. I switched in the fall of 2012 to IDT Energy. I was told I would save 10%. She did say it was variable but that it would always be within a couple cents of West Penn Power's rate. I decided to switch because I thought I would always save money. She also said it would be green energy and that I could cancel at any time.
6. I thought something was wrong when I got the bill in December of 2013 and the bill was very high. Therefore, I called IDT energy and spoke with Sherri and she offered to send me a booklet with energy saving tips. I told her I was already doing things to save energy. She also said the bill was so high because our usage would have gone up and it was so cold- the average temperature was lower than the year prior.
7. The next month's bill was for \$2,189.89 and I was astonished. I called IDT Energy and could not reach anybody for 17 days. I called West Penn Power on February 28, 2014. He ended my account with IDT Energy, but he said I would still be stuck for a whole other billing period with IDT Energy.
8. I sent an e-mail to IDT Energy on March 5<sup>th</sup> stating I wanted a call back about the high bills.
9. I finally got a call back from IDT Energy on March 15, 2014 with Jesse and he agreed to give me a good will credit for \$1219.09.

Page: 1/2

10. On March 31, 2014, I got the April bill and saw that it was still very high. I called IDT Energy, I was on hold for 72 minutes and I spoke with Cassie, and she told me she could help me with my 10 cent kwh fee and adjust that to the 8 cent kwh fee and she came up with a \$200 goodwill credit.

11. I called PUC on March 5, 2014, and she gave me a case number - 3199844.

12. My overall experience with IDT was ok for a year since they were competitive but then we got charged with such a high rate and they were not competitive anymore.

13. It was very frustrating not getting a hold of a human being from IDT Energy for a few weeks.

I understand the statements made here are subject to the penalties under 18 Pa. C.S.A. §4904, related to unsworn falsifications to authorities.

Signature: Sheila D. Snidew  
Date: June 25, 2014  
County: Franklin County

CONSUMER TESTIMONY

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

1. Please state your name and address.

Beth Haller  
120 Pine Meadow Dr  
Wexford, PA 15090

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

Penn Power  
I.D.t.

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

I.D.t.

b. Please describe the problem.

my bill more than doubled for  
2 months.

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

Feb. 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?

Yes

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

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

They called said they will always be lowest  
price because they get it market value.

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

I felt pressured into saying yes.

8. Did the sales representatives identify themselves as being with the EGS? If so, when?
9. If you signed up, what was your understanding of the EGS's price?  
*That it would always be the lowest price it goes by the market and they purchase the lowest.*
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?  
*Yes*
- b. If yes, please explain.  
*Said my bills should be cut in half*
13. a. Did you believe that you were required to sign up with the EGS?  
*Yes.*
- b. If so, please explain.  
*made it sound that I wouldn't be having Penn Power for elect. any more*
14. When, if at all, did you receive a disclosure statement (sometimes called the terms and conditions)? *few days to a week later.*
15. a. If you received the disclosure statement, did you review it before enrolling with the EGS?  
*I was enrolled when they called me*

b. If yes, what was your understanding of what you would pay for electricity?  
less than .06

16. a. Did you sign an enrollment form?  
not sure.

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

c. Did you ever receive a copy of the signed form?  
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?  
my elect. was going to be turned off and all they would do was send me check in 2-3 months for the difference of rate.

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

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

I couldn't get payment arrangement. I had to come up with almost 800.00 to keep my elect. on. I have 2 kids my hotwater, stove, heater is all elect.

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.

me paying the 800.00 has set me back financially and I have not been able to recover from it.

BCF-EGS

BCF-14-05-013244



Beth Haller

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 Beth Haller Date: 9-25-14

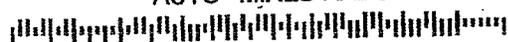




IDT ENERGY, Inc. • 550 Broad Street, Newark, NJ 07102 • [www.idtenergy.com](http://www.idtenergy.com) • 1.877.887.6866

Wednesday, February 13, 2013

\*\*\*\*\*AUTO\*\*MIXED AADC 140



BethAnne Miller  
120 Pine Meadow Dr  
Wexford, PA 15090-8339 b2t2

Dear Beth,

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

**Going Green for the environment...**

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

**Supply and billing information**

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

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

**Our Customer Service – Committed and Responsive**

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

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

Yours sincerely,

Anne L Wilson  
Executive V.P. Marketing

IDT Energy([www.idtenergy.com](http://www.idtenergy.com))



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

**Beth Anne Miller  
120 Pine Meadow Dr  
Wexford, PA 15090-8339**

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

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

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

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

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

The starting price per electric generation for customers starting on or about **3/23/2013** is **\$0.05300**

**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 3285  
Harrisburg, PA 17105-3285  
800-692-7380**

**Contact Information:  
Supplier:**

IDT Energy,  
520 Broad Street  
Newark, New Jersey 07102

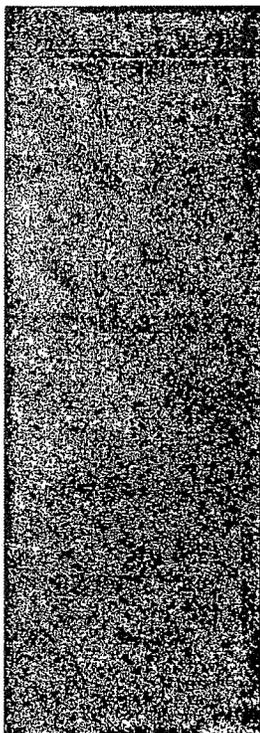
**Distribution Company  
Provider of Last Resort:**  
Pennsylvania Power and Light  
PPL Electric Utilities  
827 Hausman Road

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

877-887-6866  
www.idtenergy.com  
LICENSED BY: NY PUBLIC SERVICE COMMISSION, NJ BOARD OF PUBLIC UTILITIES, NY BOARD OF PUBLIC UTILITIES, PA PUBLIC UTILITIES COMMISSION, MD PUBLIC SERVICE COMMISSION, FEDERAL ENERGY REGULATORY COMMISSION  
MEMBER OF THE NATURAL ENERGY MARKETERS ASSOCIATION (NEMA) PARTICIPANT: NYISO, PJM - IDT ENERGY, INC. IS A WHOLLY OWNED SUBSIDIARY OF GENIE ENERGY, LTD. • NYSE-IDT  
800-494-4600



WE EMPOWER YOU!



Dear Beth,

In reference to your inquiry; as promised please see the attached good-will refund check issued to you.

Unfortunately, high demand for electricity due to extreme cold weather and subsequent restrictions placed on supply that were out of our control, caused wholesale electricity costs to increase considerably. These market conditions were not only felt by IDT Energy, but by all suppliers who procure electricity for your region.

Although many suppliers chose to pass along rates as high as \$.40 - \$.50 cents per kilowatt hour, IDT Energy chose not to take this path. In addition, IDT Energy has been working diligently, responding to thousands of inquiries, to further ease the burden of the last billing cycle.

In the coming weeks, costs will come down further and our customers will see rates compare more favorably with the local utilities and fixed rate providers, who will instead seek to recover their higher incurred costs in the weeks and months ahead. We would like all consumers to be aware that the utilities in particular may seek to recover their costs in the form of hidden increases - costs that are not reflected in the utility's commodity rate, but in other categories on the bill.

We have heard our customers loud and clear. Based on all of the input offered, we are working on new programs that will be sure to better suit your needs.

As these new programs are introduced, we would welcome any opportunity in the future to win you back in an effort to prove our commitment to serve you better.

**PLEASE NOTE: Customers receiving this good-will refund check still need to pay their utility bill, including the IDT Energy charges that appear on that bill.**

Sincerely,

Complaint Response Team  
IDT Energy, Inc.

IDTE-REB-022

*Refund check \$200.00 little over.*

CONSUMER TESTIMONY

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

1. Please state your name and address.

GARY & KIM HOFFMAN, 607 E. JOSEPH RD, ST. MARYS PA 15857

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?

INT

b. Please describe the problem. - PROMISED LOWER ELECTRIC RATES, WHICH THEY DID FOR 2 MONTHS AND THEN CAME THE \$1000<sup>00</sup> + ELECTRIC BILL FOR THE HOME + THE \$800<sup>00</sup> + ELECTRIC BILLS FOR OUR SMALL BUSINESS

4. a. When, if at all, did you sign up with this electric generation supplier? 10/2014 approx.

THEY (SALES AGENT) CALLED + CALLED + CALLED AGAIN, SOUNDING TO BE A RELIGIOUS MAN TO WHOM SOMEONE WOULD TRUST! THE DAY OF SIGN UP MY HUSBAND WAS PRESSURED INTO SIGNING UP FOR THIS RATE - BECAUSE IT WAS THE LAST DAY TO SIGN UP.

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

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?

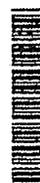
FEBRUARY / MARCH 2014 CALLED TO CANCEL + SWITCH ONLY TO FIND OUT IT TAKES 30 TO 60 DAYS FOR THE SWITCH OVER

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.

SEE # 4 a above



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

*AT THE FIRST CALL IN OCT. 2013 Sometime*

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

*Yes*

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

*Yes*

b. If yes, please explain your understanding.

*LOWER RATE FOR THE FIRST 2 MONTHS WITH AN AMOUNT OF SAVINGS IN THOSE 2 MONTHS TO MAKE UP FOR THE CURRENT RATE FOR THE REMAINING MONTHS*

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

*YES - 2 MONTHS (LOWER RATE)*

12. a. Did the EGS salesperson guarantee savings?

*YES*

b. If yes, please explain.

*HE SAID I GUARANTEE A SAVINGS IN THOSE 2 MONTHS THAT IT WILL BE ENOUGH FOR THE REMAINING 10 MONTHS @ CURRENT RATE*

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

*NO*

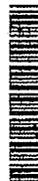
b. If so, please explain.

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

*YES*

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

*NO*



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

*LOWER RATE FOR 2 MONTHS THEN CURRENT ELECTRIC RATE FOR REMAINING 10 MONTHS*

16. a. Did you sign an enrollment form?

*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?

*Don't remember*

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

*Don't know*

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

*Don't know*

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

*Don't Remember*

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

*I CALLED UPON RECEIVING THE HUGE ELECTRIC BILLS & CANCELLED SERVICE*

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

*THEY LOWERED MY TOTAL OWED BY \$200<sup>00</sup> (MY HOME BILL WAS \$1200<sup>00</sup> PA) AND DID LOWER OUR BUSINESS ELECTRIC BILLS AS WELL I HAD TO CALL MY ELECTRIC COMPANY TO MAKE PAYMENT ARRANGEMENTS*

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

*WE MADE PAYMENTS TO OUR ELECTRIC COMPANY UNTIL WE HAD OUR BILLS PAID IN FULL. TERMINATION IS A JOKE IN PENNSYLVANIA ANY OTHER STATE ALLOWS YOU TO SWITCH OVER IMMEDIATELY NOT 30 TO 60 DAYS LATER!*

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 Kim & Gary Hoffman Date: 9/23/14

1



CONSUMER TESTIMONY

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

1. Please state your name and address.

Rose Marie Kmetz  
685 Dillon Rd., 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?

First Energy OPCO Fe E check

b. Please describe the problem.

I was overcharged.  
Several x & also paid West Penn.

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

yes - I pitched my contract. when I  
dis connected with First Energy

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

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

no - now only West Penn

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

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

Phone conversation  
they called me.

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

I remember it was to be a great deal  
less per mo. than West Penn. + since I  
was a Sr. Citizen was promised a  
lower rate??

BCP EGS

BCP-14-05-004458



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?

*To be much lower than West Penns.*

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?

*not mentioned, then after the money I was  
paid - could change  
after 6 mo. ? ?*

12. a. Did the EGS salesperson guarantee savings?

b. If yes, please explain.

*Yes that is why I signed up*  
↓

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

*No*

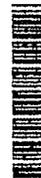
b. If so, please explain.

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

*No*

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

*Yes*



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

*I have pitched that all along. I never thought any one would do anything.*

16. a. Did you sign an enrollment form?

*Yes.*

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

*? to obtain a lower power rate.*

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

*? ? I don't think anyone would care.*

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

*after all the mess came out, they even called to sign up again.*

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.

*none -*

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



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Signature Rose Marie Kmetz Date: 9-25-14

4-10-14 Pd @ 200.00

4-23-14 Pd @ 200.00

5-7-14 Pd \$518.87

6-9-14 Pd \$203.08

7-28-14 Rd. \$ 92.00

8-12-14 Pd \$175.11

*bill came in mail -  
if rate Pd. electricity would be  
disconnected.*



CONSUMER TESTIMONY

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

1. Please state your name and address.

James L. Kendrick  
114 Coleman St., Tioga PA 16946

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

FIRST Energy Solutions

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

IDT Energy, Inc.

b. Please describe the problem.

Excessive rate increases with no responses to phone calls.

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

We believe it was early in 2013. The secretary that was employed at that time is no longer with our borough/authority.

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?

We believe it was through a telemarketing call.

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

I did not have any contact with the company until we began receiving exorbitant bills.

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

Unknown

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

I was not involved in the sign up process.

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)?

I don't know if we received this or 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?  
unknown
- 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.  
unknown

19. Please describe any contacts that you had with EGS agents concerning your problem?  
See attached "Explanation of Complaint"

20. If you were able to contact your EGS, please describe the relief, if any, the EGS offered you.  
We were told we would be called back in 3-5 days and never received that call. All other attempts to call them were met with a garbled answering machine.

21. Please provide any additional important information about your experience, including payment arrangements or termination notices.  
We received a termination notice for our street lights and since we were unable to contact them, we changed our EGS. We received notification from Penelec that IDT was cancelling us on 3/19/14, one week after we called 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.

## EXPLANATION OF COMPLAINT

At an unknown time, a previous secretary made an oral agreement with IDT to provide electric service. Over the last three months, the rates have increased from .0954 per KWH to .2165 per KWH. When we called IDT on March 11, 2014, in reference to the bills and to get a copy of the agreement, we were informed by the person answering the phone that she only handled incoming calls. She advised that she would have someone return our call within 3-5 days so that we could listen to the verbal contract and discuss our rates. On March 19, 2014, we received a letter from Penelec stating that IDT was cancelling one of our contracts (street lighting). We received no notification or communications from IDT regarding this matter. As of March 24, 2014, we have not received a return call from IDT regarding our rate questions and the verbal contract. On March 20, 2014, we attempted to reach IDT three times and got a garbled answering device. Since they cancelled our street lighting account, we have made arrangements with First Energy to be our electric generator. We do not know what was said in the verbal agreement, but this appears to be price gouging and as a municipal government, it has created a major strain on an already tight budget.

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 James Kendrick 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.

Tyffanie Springer  
711 Mill St.  
Adah, PA 15410

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

It is West Penn Power

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

IDT

b. Please describe the problem.

They increased the price without letting me know that it was going up.

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

I don't remember the date

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

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

NO

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

I tried to cancel in March, IDT told me I could not cancel. I called April 2014<sup>2014</sup> & demanded they cancel it. They said I could cancel but would get one more bill. May<sup>May</sup> bill was over \$1000 for one month

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

telemarketing call

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

a fixed rate



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

*When they called*

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

*That it would stay at a fixed 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?

*They did not say how long but said if it does change that I would be notified.*

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?

*No*

b. If so, please explain.

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

*I 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?

*I think so*

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

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

*No*

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

*I don't remember*

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

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

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.

*See #5A*

*after that the number was disconnected.*

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

*When I was finally able to cancel with them my last bill was over \$1000 for the month. When I tried to contact them the number was disconnected.*

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*I was told I should have received 2 notices in the mail that the rate was going to change and I did not.*

BCP EGS

OCA

Tyffanie Springer

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Signature Tyffanie Springer Date: 9-25-14

