

FILE

22-1102-EL-CSS



Commission of Ohio

Public Utilities Commission

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PUCO

Case Number

Public Utilities

Attn: Docketing

180 E. Broad St.

Columbus, OH 43215

Formal Complaint Form

KEITH E. RAY
Customer Name (Please Print)

54013 National Rd
Customer Address

740 526 3864

BRIDGEPORT OH 43912
City State Zip

Against

IDT Energy
00140060783471174
Account Number

(AEP of Ohio ACT: #073-791-404-1-6)

Customer Service Address (if different from above)

IDT ENERGY
Utility Company Name

Jamestown NY 14702-0400
City State Zip

Please describe your complaint. (Attach additional sheets if necessary)

Technical
Date Processed 11/30/2022

On 8/28/2019 my name was forged onto IDT Energy contract. They replaced AEP of Ohio with their service. I would never of agreed to someone signing my name as it states authorized signature.

This company committed fraud against me causing me great stress in trying to maintain my electric bill.

Signature

(740) 526-3864
Customer Telephone Number

I was completely unaware this took place. My bill slowly crept up until it got so out of hand and more than tripled I finally called AEP & asked why. They told me I switched suppliers & informed me IDT Energy was now replacing AEP. I immediately asked them to remove IDT Energy - AEP told me I could not do that because I was behind on my bill.

Not knowing what to do, I continued to pay these outrageous bills. Many times I've had to pawn personal items to meet the bill. I've sold personal things I worked hard to buy because I was always facing shut off & more than half of my paycheck went to this bill. Leaving me broke resulting in selling items again.

This company forged my name to this contract and they need to be stopped. This has caused a tremendous hardship on me & my family.

I want all the money I have paid to this company from 8-28-19 to 10-2022. I also want Sales Rep Anthony Cruz prosecuted for this crime. I also want something done so this never happens again to anyone.

I know there are families out there blind to what IDT Energy will do for profits. Somehow something needs to be worked out to protect other families from this horrible company.

To a low income family this is devastating, financially. What if this was someone with small kids - No money left to feed their kids. We are adults but believe me we have suffered from this. All my bills got behind because all the focus was

IDT Energy & keeping my power on. Even my rent suffered & we are still trying to catch up. This is a long-lasting effect for which I need to be compensated for.

Since dropping IDT Energy my AEP bill is now \$268 - that is probably a 2 month bill. While on IDT my bill was over \$1100 & ~~the~~ the last one in October 2022 was \$670 - which was the balance after paying \$454⁰⁰ for a month of electric.

Thank You