

Welcome to



XOOM
energy
LEARNING CENTER

Chapter 1: Welcome to XOOM Energy 101

Who is
XOOM
Energy?

PROGRESSIVE
RELIABLE ⚡⚡⚡
COMPETITIVE
⚡⚡⚡⚡⚡ **PRICES**
SERVICE

XOOM Energy

a progressive, international energy retailer providing integrated electric, natural gas and renewable energy solutions

Progressive – A member of the family of companies under the XOOM Energy brand founded in 2011.

Market Reach – Rapidly expanding across Canada to service Canadian provincial customers in deregulated energy communities.

Executive Leadership – Over 100 years of high-growth experience in deregulated energy services.

Innovation – Extensive portfolio of competitive energy and renewable energy products and services not available from the local utility provider.

Strength – Licensed and sanctioned by the Ontario Energy Board.



“We understand our success is dependent upon the success of our partners.”

- Tom Ulry, XOOM Energy CEO

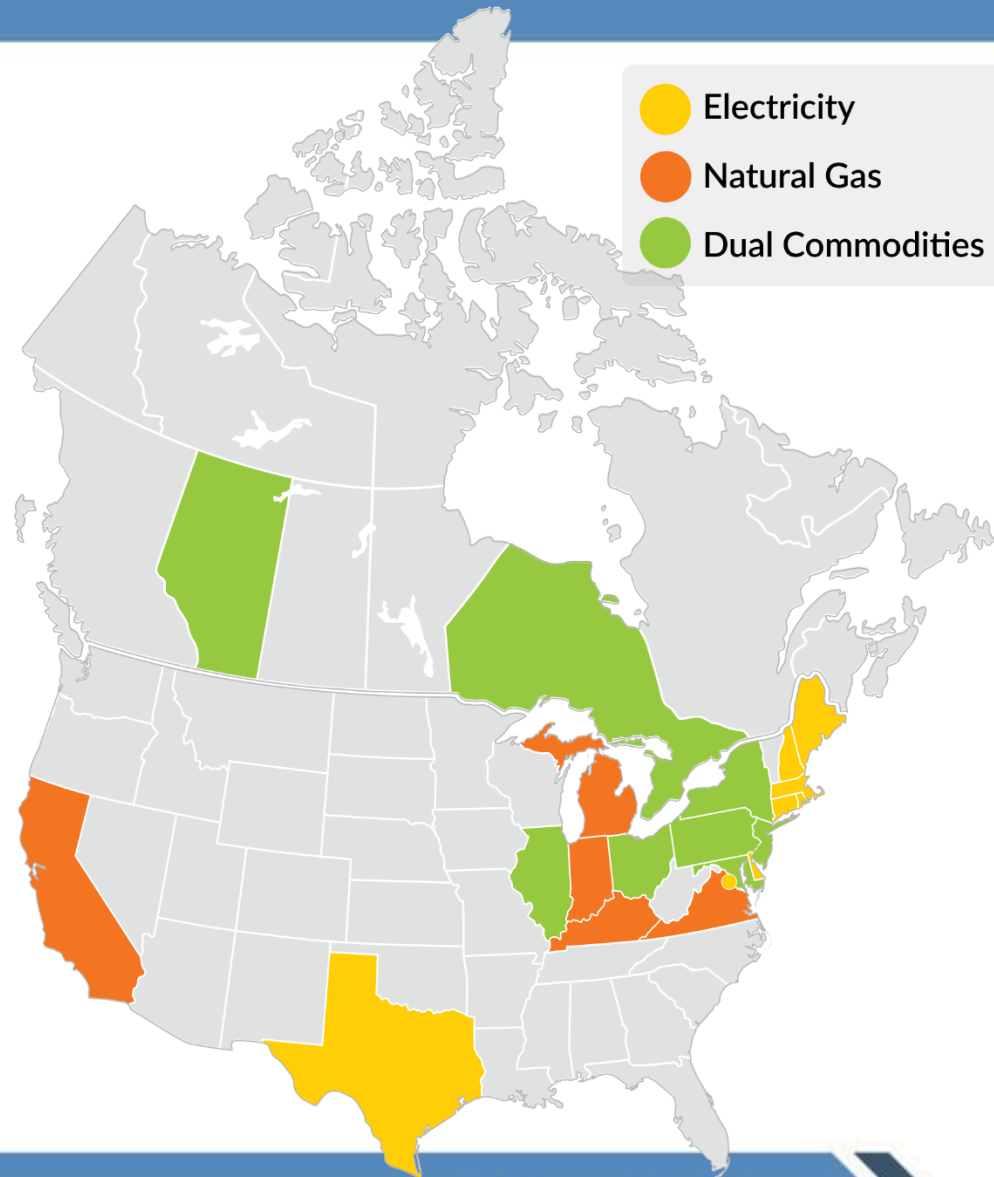
CH 1

CURRENT MARKETS U.S. (18 STATES + D.C.)

- California
- Connecticut
- Delaware
- District of Columbia
- Illinois
- Indiana
- Kentucky
- Maine
- Maryland
- Massachusetts
- Michigan
- New Hampshire
- New Jersey
- New York
- Ohio
- Pennsylvania
- Texas
- Rhode Island
- Virginia

CANADA

- Alberta
- Ontario



Tremendous Opportunity



Having the ability to offer XOOM Energy is a tremendous opportunity.

TREMENDOUS
OPPORTUNITY



GREAT
RESPONSIBILITY

**Know and
understand the
basics
=
Acquire
customers the
right way!**



**Must adhere
to rules and
regulations
of energy
industry**



Step 1 Training





Create an
environment of:

Integrity

+ Compliance



Ontario Regulatory Structure

Energy marketing industry is regulated by:

- Energy Consumer Protection Act (“ECPA”)
- ECPA Regulations
- Ontario Energy Board Code of Conduct (Natural Gas and Electricity)
- Consumer Protection Act and all regulations under it
- Ontario Energy Board Act and all regulations under it

For more information, visit ontarioenergyboard.ca

Ontario Regulation: Unfair Practices

Energy Consumer Protection Act (ECPA):

- Requires that energy retailers in Ontario not engage in behaviors that constitute unfair practices
- Prohibits Sales Associates from **knowingly making false or misleading statements. You are not permitted to misrepresent the business of XOOM Energy in any way.**

Other actions that are considered Unfair Practices include the failure to:

- disclose information about products or services if this results in misleading the customer in any way
- disclose the existence of additional energy charges when making statements to the customer about the contract price
- prominently display your XOOM Energy badge when marketing energy in person
- offer your business card when marketing energy in person
- comply with disclosure obligations under the ECPA and Ontario Energy Board

Ontario Regulation: Training & Accreditation

- It is critical that you **pay close attention** to this training.
- All persons acquiring energy customers in Ontario complete training and pass a Questionnaire with a **minimum score of 80%**.
- If a sales associate fails the Accreditation Questionnaire, the associate must **re-take the full training** before being permitted to take the Questionnaire a second time.
- **You are only allowed 2 attempts to pass the Questionnaire**
- Re-training and re-testing are required:
 - Once every 12 months after completing the initial training; and
 - If a sales associate becomes inactive after not acquiring a XOOM Energy customer after 60 consecutive days of being certified

You must complete the accreditation process before you can acquire XOOM Energy customers.

STEP 1

Review training materials



STEP 2

Successfully complete Accreditation Questionnaire



STEP 3

Affirm statements within Code of Conduct



STEP 4

Create and print your XOOM Energy Ontario badge and business cards



Ability to Acquire Customers!

Welcome to



XOON
energy
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Chapter 2: Deregulation, Pricing & Products

Electricity and Natural Gas Energy Service Production and Delivery



GENERATION COMPANIES



XOON
energy

RETAIL PROVIDER



LOCAL UTILITY DELIVERS



RESIDENTIAL & COMMERCIAL

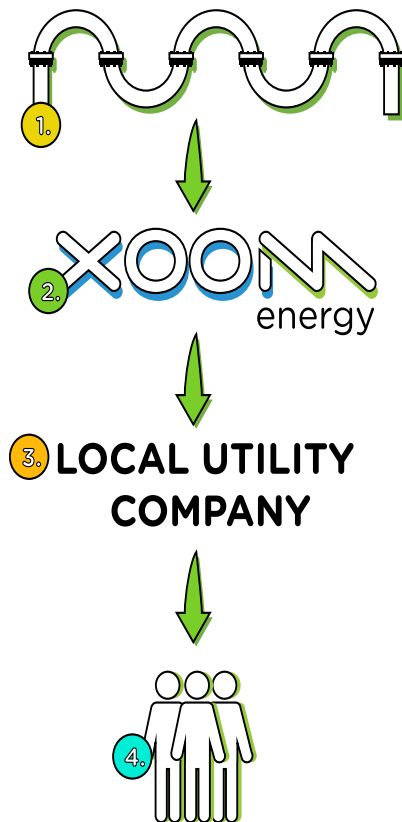
REGULATED

- Customers are given one option to purchase their natural gas or electric power through utilities
- Utilities provide energy service rates that are approved by Ontario Energy Board

DEREGULATED

- Energy service provided by an energy retailer like XOOM Energy
- Open to competition
- Innovative service plans
- Customers have more options for controlling their energy costs

Energy Service: The Roles



1.

PIPELINES + NATURAL GAS FIELDS

Stores natural gas

2.

RETAIL SUPPLIER

Purchase natural gas

3.

LOCAL UTILITY

Delivers gas, maintains infrastructure
and checks meter

4.

YOU!

Receive the Power to Choose
and control your energy costs

Consumer Choice

- ★ Shop around
- ★ Select the retailer supplier



**Service used
every day**



**Creates more
opportunity
for you**

How Utilities Price Natural Gas



- Utilities in Ontario are not allowed to earn a profit on the supply – the price paid on the open market must be passed through to customers with no markup. The utility may have gas cost adjustments related to prior periods to account for under/over collections.
- The Ontario Energy Board approves pricing every three months for every utility and are implemented January 1st, April 1st, July 1st and October 1st.
- Natural gas transportation and delivery charges are charged by utility and may vary by utility delivery zone

Types of Charges on Your Natural Gas Bill

Customer Charge

A fixed charge for services to administer your natural gas account including meter reading, customer services, equipment maintenance, emergency response services.

Delivery Charge

The costs to transport, store and distribute natural gas at the utility

Transportation Charge

The cost to transport gas to the utility

Supply Charge

The cost of the natural gas itself; the usage amount

Gas Cost Adjustment

- The difference between forecast deliveries & price versus actual deliveries and price of natural gas
- XOOM Energy customers are not affected by this adjustment by the Ontario Energy Board

Natural Gas Utility Contract Monthly Bill Statement	
Account Number: 0000 000000 00000000	SAMPLE BILL
Meter Number: 0000 000000 00000000	
Your Natural Gas Charges	
Customer Charge	20.00
Delivery	68.86
Gas Supply Charge	62.73
1 Cost Adjustment	-(5.03)
Transportation Charges	28.94
Total Natural Gas Charges	175.50
Total Amount	\$175.50

Natural Gas Retail Contract Monthly Bill Statement	
Account Number: 0000 000000 00000000	SAMPLE BILL
Meter Number: 0000 000000 00000000	
Your Natural Gas Charges	
Customer Charge	20.00
Delivery	68.86
Gas Supply Charge	10.96
2 Supplied by: XOOM Energy ONT, ULC Phone No.: (866) 999-8483	
Transportation Charges	29.19
Total Natural Gas Charges	129.02
Total Amount	\$129.02

For illustrative purposes only

How Utilities Price Electricity



- The Ontario Energy Board (OEB) sets the prices for homes and small businesses through the Regulated Price Plan (RPP).
- Most Ontario customers pay time-of-use prices (TOU) through the RPP.
- OEB sets the TOU prices for homes and small businesses based on how much the OEB expects it to cost to supply electricity to all households and small businesses.
- Prices are reviewed twice a year and implemented on May 1st and November 1st.
- The RPP rate includes the OEB forecasted electricity price, cost adjustments from over/under collections and a forecast of the Global Adjustment

Global Adjustment (GA)

- The Global Adjustment reflects the differences between the market price of electricity and the regulated or contract prices that are paid to generators for the electricity they produce.
- Customers who buy electricity under the Regulated Price Plan, an estimate of the GA is already reflected in the price for electricity set by the OEB
- Customers who buy from an electricity retailer, such as XOOM Energy, the Global Adjustment is not included in the contract price offered by the retailer, it is a separate line item on the customer's utility bill.
- The GA can appear as a credit or a charge on a customer's energy bill.
- Global Adjustment prices have been steadily increasing in recent years
- Current and historical GA rates can be found at www.ieso.ca/Pages/Ontario's-Power-System/Electricity-Pricing-in-Ontario/Global-Adjustment.aspx.0

Global Adjustment

- Applies to electricity accounts only
- Can be a credit or a charge on the customer's energy bill
- Will be a separate line item on the energy bill statement for XOOM Energy customers

Electricity Utility Contract Monthly Bill Statement	
Account Number: 0000 000000 0000000	SAMPLE BILL
Meter Number: 0000 000000 0000000	
Your Electricity Charges	
Electricity	
1 Off-Peak @ 8.700 ¢/kWh	45.68
Mid-Peak @ 13.200 ¢/kWh	12.87
On-Peak @ 18.00 ¢/kWh	22.95
Delivery	51.56
Regulatory Charges	5.54
Debt Retirement Charge	0.00
Total Electricity Charges	\$138.60
8% Provincial Rebate	(-\$11.09)
Total Amount	\$127.51

Electricity Retail Contract Monthly Bill Statement	
Account Number: 0000 000000 0000000	SAMPLE BILL
Meter Number: 0000 000000 0000000	
Your Electricity Charges	
Electricity	
1 Supplied by: XOOM Energy ONT, ULC Phone No.: (866) 777-8463	
2 750 kWh @ 1.2 ¢/kWh	9.00
3 Global Adjustment	63.38
Delivery	58.91
Regulatory Charges	5.29
Debt Retirement Charge	0.00
Total Electricity Charges	\$136.58
8% Provincial Rebate	(-\$10.93)
Total Amount	\$118.82



PRICE

**M-to-M
or
Term**

**CONTRACT
LENGTH**

**Fixed
or
Variable
Plan**

PLAN TYPE

Energy service plans will vary by market. Some plans may be unavailable in your customers' energy market.

Variable Rate Plan

- ★ Rate may fluctuate monthly
- ★ Lowest possible cost that current market allows





Fixed Rate Plan

- ★ Price certainty
- ★ Stability and peace of mind
- ★ Locked and guaranteed not to change

**OUR CUSTOMERS
COME FIRST**

Welcome to



XOON
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Chapter 3: Compliance & Accreditation

COMPLIANCE:

Expect our partners to do the same

Customer Choice → Responsibility

- ★ Adhere to rules at all times
- ★ Everyone is responsible



Unfair Practices

- ★ There are a number of unfair practices that the OEB has developed pertaining to selling natural gas and electricity
- ★ Committing an unfair practice is a serious offense and can result in disciplinary action against XOOM Energy
- ★ ALWAYS be open, honest and forthcoming with your customers at all times
- ★ Have and present your badge and business card at all times
- ★ Refer customers to the XOOM Energy website where they can find all the information they need to make an informed decision

- ★ Marketing Materials
- ★ One-on-one conversations
- ★ How customers enroll



All marketing materials must be approved by XOOM Energy:

- ★ Advertisements
- ★ Flyers
- ★ Videos
- ★ Websites



Sales associates are not allowed to use the XOOM Energy logo or any utility's logo in the promotion of their business unless provided by XOOM Energy.

One-on-One Conversations

- ★ Be Upfront
- ★ Be Honest
- ★ Do not mislead any customer

Energy Marketing Regulations

The Ontario Energy Board's Codes of Conduct – **MUST BE FOLLOWED AT ALL TIMES**

When meeting with a potential customer in person, a Sales Associate **must** adhere to the following:

1. Immediately state your name and identify yourself as a sales associate of XOOM Energy Ontario, an energy retailer.
2. Immediately state that XOOM Energy is not associated with the government of Ontario, the utility, or the OEB.
3. Display an **official** XOOM Energy Ontario badge on the front of the outer clothing and provide the customer with your business card.
4. State the price to be paid under the contract for the supply of electricity or natural gas, as well as the term of the contract.
5. Allow a customer sufficient opportunity to read all documents provided.
6. Sales associates are not allowed be present when a customer enters a XOOM Energy enrollment request.

Energy Marketing Regulations

When meeting with a potential customer, a Sales Associate should **never**:

- ★ Misrepresent the relationship XOOM Energy has with the utility. We are not endorsed by, nor affiliated with, any utility in any way.
- ★ Contact the utility on behalf of your customer for any reason, including a three-way call
- ★ Mislead any customer
- ★ Guarantee savings unless savings are stated on the XOOM Energy website or make any offer or provide any promotional material to a customer that is inconsistent with the contract being offered on the XOOM Energy online portal
- ★ Complete an enrollment on behalf of any customer
- ★ Exert undue pressure on a consumer



**NEVER
GUARANTEE
SAVINGS**

Competitive Rates

Unless stated on the
XOOM Energy website
acn.xoomenergy.ca

Understanding the Basics



Acquiring Customers
The right way!

Violations can result in:

- ★ Re-training
- ★ Termination
- ★ Cancellation of accreditation

VIOLATION

XOOM Energy Accreditation Process

Click on the accreditation link

Congratulations!

XOOM
LEARNING CENTER

STEP 1
Training

+

STEP 2
Accreditation Process
(Questionnaire, Code of Conduct, Badge and Business Cards)

=

Ability to Acquire Customers

Click here to complete the Accreditation Process

Click the button to complete your Accreditation Process

XOOM
energy

Online Training

You must complete the accreditation process before you can acquire XOOM Energy customers.

STEP 1

Review training materials



STEP 2

Successfully complete Accreditation Questionnaire



STEP 3

Affirm statements within Code of Conduct



STEP 4

Create and print your XOOM Energy badge and business cards



Ability to Acquire Customers!

CH 3

ACN XOOM

Questionnaire

1. A Cool Recovery Fee, or Early Termination Fee, is intended to be a penalty to customers who do not cancel their contract early. - 2

True

False

2. When existing rates, which of the following is FALSE? - 4

Energy retailing is a highly regulated business

There are strict rules and regulations that must be followed

Billing to comply with the rules can lead to inaccurate bills

If you have questions regarding the rules, go with your instinct

3. Before discontinuing and reconnection, the utility should pay whatever the retailer wanted and just passed it along to the rate base. - 1

True

False

4. The consequences for an unauthorized switch of service or breaking any other rule may include: - 4

Losing your right to reappear: XOOM Energy will call their provider

Civil and/or criminal charges for fraud

Suspension

All of the above

5. XOOM Energy has created Multi-Location Enrollment (MLE) forms for residential or business accounts with: - 3

2 or more locations

4 or more locations

6 or more locations

All of the above

6. WCH are permitted to contact the utility on behalf of a customer under what circumstances? - 4

When written authorization is received from the customer

Making a three-way call with the customer and the utility remains silent

When the utility contacts the utility on any account other than their own

7. What types of products does XOOM Energy offer in deregulated states? - 1

Natural gas, electric power, and renewable energy

Natural gas, renewable energy

Electric power only

Natural gas only

8. Which statement about a variable rate contract is FALSE? - 1

It will always have provisions that a fixed rate contract

It will allow you to switch to another product whenever you wish

It will allow lower fluctuations resulting in lower monthly bills

It is a long term contract with the utility rate determined over time

9. XOOM has created multi-location forms for businesses with: - 3

2 or more locations

4 or more locations

6 or more locations

All of the above

10. XOOM Energy is responsible for which of the following: - 1

Purchasing the actual commodity on behalf of customers

Scheduling the delivery of the commodity to homes and businesses

Reading the meters for utility companies

Responding to emergencies


Submit

- Read and answer each question carefully
- Review your answers before submitting
- Must get 80% of questions correct
- Only allowed two attempts to pass
- Must retake the training before attempting questionnaire for second time

CH 3

Code of Conduct

Verify that the date is correct. Please read each statement below carefully and affirm that you agree to each statement by clicking on the corresponding check box. Once you agree to all of the statements, please click the "Submit" button at the bottom of the page to proceed.

Training Date * 

As an Independent Business Owner for ACN, an authorized agent for XOOM Energy, while I am solely responsible for managing my business, I understand that I must comply with certain expectations for professional behavior. These expectations have been established to protect XOOM Energy's brand reputation and ensure that all prospective customers are treated with dignity and respect. Each customer contact should be handled with honesty and integrity. These expectations include the following:

- I will truthfully identify myself to the prospective customer, stating my name and the name of the company I represent (i.e. "John Smith, an agent for XOOM Energy."), and indicate I am marketing energy supply. I will have my Identification Badge visible to the prospect at all times.
- I will not state, imply, or allow the prospective customer to believe, that I am a representative of the local utility or any other electric or natural gas supplier. authorization to switch the account).
- I agree that while acting as an authorized agent for XOOM Energy through ACN, I will not be under the influence of drugs or alcohol, nor will I smoke cigarettes while I am marketing and/or selling XOOM Energy products and services.
- I understand any violations to these statements, whether literally or in spirit in XOOM Energy's sole discretion, may serve as the grounds for XOOM Energy to have me removed from marketing and/or selling XOOM Energy products and/or services. I further understand my actions may subject me to legal actions including, but not limited to, criminal charges.

Signature *

Submit

1. Agree to each statement by clicking on checkbox
2. Press Submit

CH 3



Badge Details

Please enter your first and last name. Next, enter your email address to receive future communications about the badge process. Finally, upload a clear image of yourself. This is the image that will be displayed on your badge.

Signature:


Email:

Upload Image:

- Photo should be a front-facing, identification-style photo.
- No sunglasses or hats should be worn in the photo.
- There should be no obstructions in front of the face.
- Photo should be of just the sales agent - no other people.
- Photo must be a minimum size of 240 X 280 pixels.
- Photo must have one of the following watermarks: "ACN" or "XOOM Energy".

ACN XOOM energy

This card certifies that the holder is an authorized Energy Consultant representing XOOM Energy



John Doe
Energy Consultant
Business ID: 999999

Nat. Gas License No. GM-2016-0226
Electricity License No. ER-2016-0227

XOOM Energy ONT, ULC
(866) 999-8483
11208 Statesville Road, Ste 200
Huntersville, NC 28078

Not associated with the Government of Ontario or the Ontario Energy Board

Not a representative of the electric or natural gas distribution company

Badge Expiration Date: 2/8/2018

Create
and print
your
badge and
business
cards!

CH 3

Member Summary

Congratulations! You are now certified to sell XOOM Energy products and services.

[Edit Badge](#)

[Print Page](#)

Business ID: 01234567

Certified: YES - 5/17/2016 @ 3:33 PM

Name: John Doe

Email: naga10@xoomenergy.com

Alberta: [View/Print Badge](#)

[Log Out](#)

Now eligible
to acquire
XOOM
Energy
customers!

Important Reminders

- ★ Sales Associates are **never** allowed to create their own marketing materials.
- ★ **Never** guarantee savings unless savings are stated on the XOOM Energy website.
- ★ Sales Associates **may not** provide gifts, prizes, or anything of monetary value to prospective or actual customers.
- ★ **Complete Step 1**, XOOM Energy 101 training, before moving to Step 2 to complete the Accreditation process.
- ★ Upload an **appropriate** image to be used on your XOOM Energy badge.
- ★ Print your badge and business cards from the same location!

Welcome to



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Chapter 4 : XOOM Energy Online Enrollment

CH 4

The screenshot shows the XOOM Energy website homepage. At the top, there is a navigation bar with the ACN XOOM energy logo, links for 'About Us', 'Support', 'My Account', and an 'Enroll Now' button. The main banner features the XOOM energy logo and the text 'Now Available in Ontario! Your Choice for Great Rates on Electric and Natural Gas Products'. A search box prompts users to 'Shop rates for your home or business!' and includes a 'Select your Province' dropdown and radio buttons for 'Residential' and 'Business'. Below the banner, a section titled 'Stop wondering what your bill will be and start knowing. Sign up for Budget Billing.' features three piggy banks wearing sunglasses. A secondary banner lists 'Residential Plans', 'Business Plans', and 'Energy Saving Tips' with corresponding icons and descriptions. A section titled 'Interested in learning more? The tabs below contain videos, features & benefits of our products.' has tabs for 'Variable Rate' and 'Fixed Rate'. The 'Fixed Rate' tab is active, showing a video player with the title 'Fixed vs. Variable Rate Energy from XOOM Energy' and a thumbnail with the text 'HIGH ENERGY BILLS?'. The footer contains the XOOM energy logo, a 'Pay My Bill' button, and various links and logos.

Successfully assist your customers in enrolling with XOOM Energy

Key Enrollment Reminders

- Location must already have natural gas and/or electricity
- Location must be serviced by a utility where XOOM Energy offers service. The list of utilities can be found on the XOOM Energy website
- Customers who are currently with an energy retailer may still enroll with XOOM Energy
- Customers should have a copy of their utility bill when enrolling
- Customers must enter their own information and electronically sign when enrolling with XOOM Energy online
- Customers should understand that leaving personal information on a public website is not recommended

Persons Who May Enter an Enrollment

Residential Customers

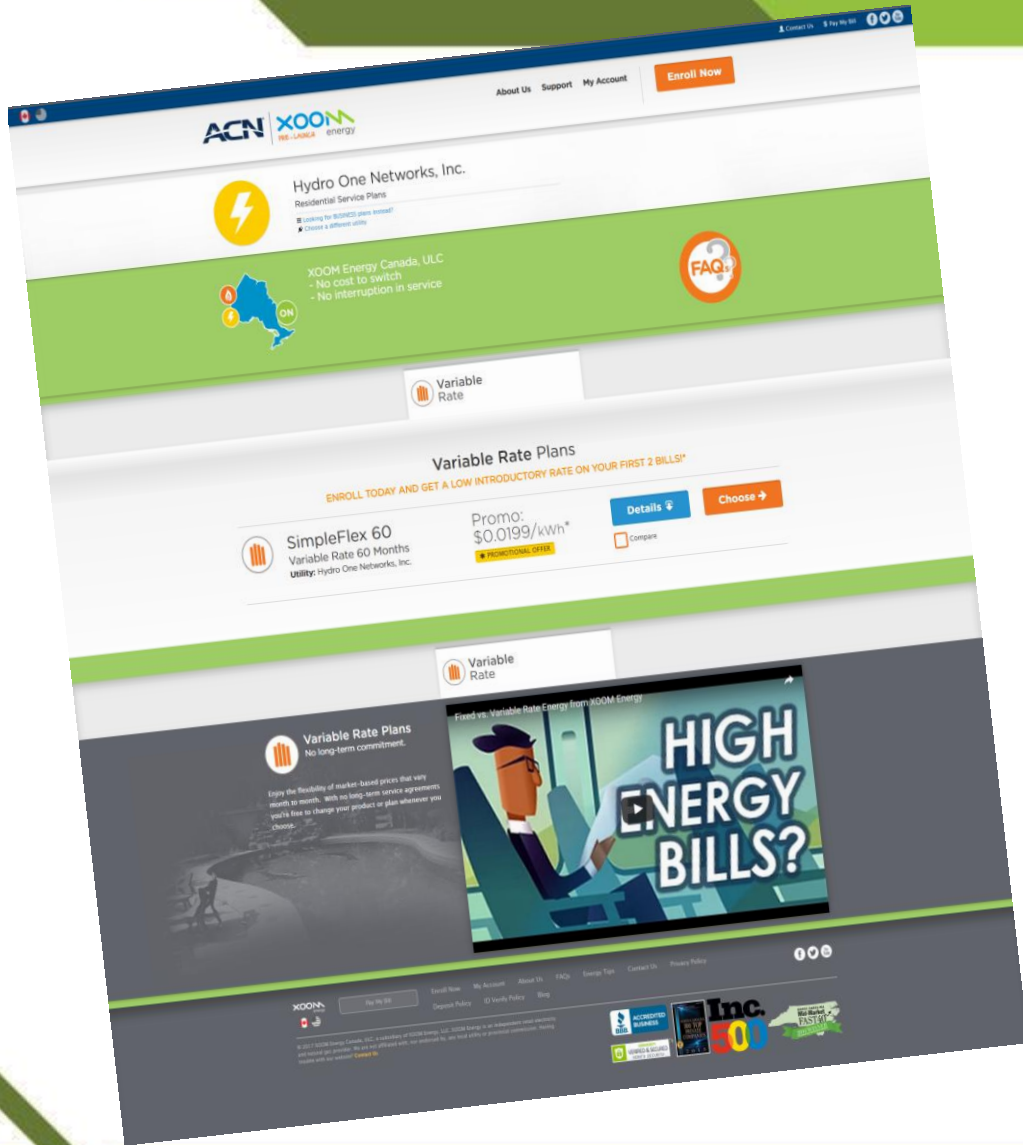
- Utility account holder
- Spouse of the utility account holder

Small Business Customers

- An authorized representative of the account holder

Sales Agents are strictly prohibited from entering an order on the customer's behalf.

CH 4

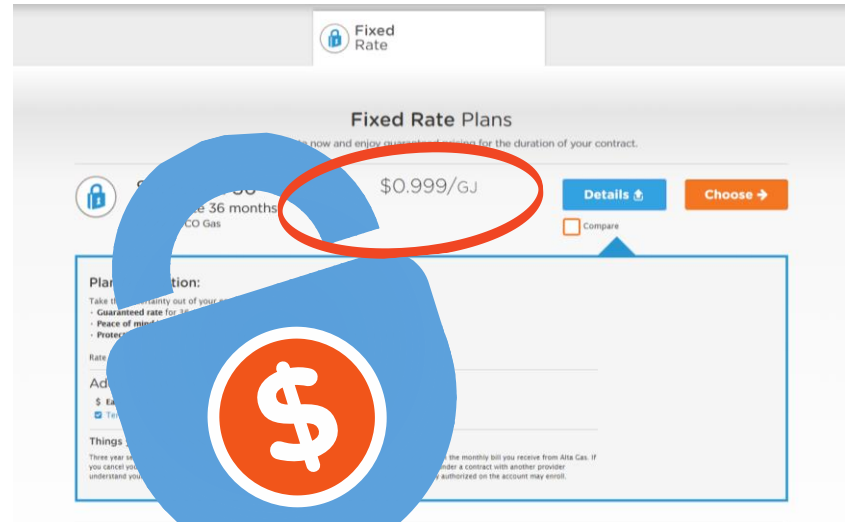


Plans Rates FAQs

Plan Options

Variable Rate Plan

Fluctuates with the market



Fixed Rate Plan

Lock in rate for duration of contract

*Electricity is measured in kilowatt-hours (kWh)
Natural Gas is measured in cubic meters (m³)*

CH 4

Disclosure Statements

- Presented to customers during the enrollment process and will be sent to customers once their enrollment is completed.
- Customers must confirm that they have received, read and understand this document.
- Document was created by the OEB and cannot be modified in any way.
- Customers will be presented a specific disclosure statement for natural gas and electricity.

Electricity Contracts (as of January 1, 2017)

Disclosure Statement

- 1 What you should know about electricity contracts BEFORE agreeing to switch your electricity supplier**
 - There is **no guarantee of savings** if you sign up for an electricity contract.
 - A Retailer is a private company. It is not your utility and it is not associated with the Ontario Energy Board, the government or any government program.
 - You do not have to sign up for an electricity contract. Your electricity service will continue without interruption.
 - An electricity contract is only for the electricity that you use. You will continue to pay other charges such as delivery charges and taxes whether or not you sign up for an electricity contract.
 - Check with your utility to see **whether you will still be eligible** for your utility's **equal payment plan** if you switch to a Retailer.
 - The Ontario Energy Board does not set prices included in a Retailer's electricity contract.

• If you are buying your electricity from your utility, your electricity price already includes your share of certain electricity-related costs that are referred to as the "Global Adjustment".

• If you switch to a Retailer, you will have to pay your share of the Global Adjustment in addition to the electricity contract price.


• The Global Adjustment amount will be on a new separate line on your utility bill and can change from month to month.
- 2 Comparing prices**
 - A Retailer must give you a separate sheet comparing the electricity contract price that you are being offered with the price currently charged by your utility.
 - Try the interactive online bill calculator on the Board's website (www.ontarioenergyboard.ca) to do your own price comparisons and estimate your total monthly bill.
- 3 Know your rights**
 - Make sure you understand the electricity contract **before you agree to it**.
 - Keep a copy of this disclosure statement, the accompanying price comparison, the electricity contract and all correspondence with a Retailer for your records.
- 4 What if you change your mind?**
 - You can cancel the electricity contract **within 10 days of the day that the Retailer sends an electronic copy of the electricity contract, disclosure statement and price comparison to the e-mail address you provided**. You will not have to pay a cancellation fee and your electricity service will continue without interruption.
 - The Retailer will have someone call you **within 10 to 45 days after they send you those electronic copies by e-mail to verify that you want to continue with the electricity contract**. You do not have to verify the electricity contract. If you do not verify the electricity contract it will become invalid. You will not have to pay a cancellation fee and your electricity service will continue without interruption.
 - You can also cancel the electricity contract up to 30 days after you receive your second bill under the electricity contract. You will have to pay those bills but you will not have to pay a cancellation fee. You will be switched back to your utility for your electricity supply without any interruption in service.
 - If you cancel after that, you may have to pay a cancellation fee.

• **This disclosure statement is not part of the electricity contract.** It was produced by the Ontario Energy Board, the independent regulator, to provide basic information about electricity contracts and your rights.

• Questions about electricity contracts, prices or the Global Adjustment? Visit the Ontario Energy Board's website or contact our Consumer Relations Centre. Contact information is provided below

I acknowledge that I have read and understood this Disclosure Statement.
Ce document est aussi disponible en français.

This disclosure statement can be made available in other languages upon request.

 Ontario Energy Board

1-877-632-2727 (toll-free within Ontario)
416-314-2455 (within the GTA or from outside Ontario)
consumerrelations@ontarioenergyboard.ca
www.ontarioenergyboard.ca

Nov. December 2016 Optional Retailer Document Control No: Inveread Toronto/Ed.

Price Comparison

- Presented to customers during the enrollment process and will be sent to all customers once their enrollment is completed. Customers must confirm that they have received, read and understand this document.
- Document was created by the OEB and compares the contract price being offered and the price currently charged by the utility.
- Customers will be presented a specific price comparison for natural gas and electricity.

Price Comparison for Residential Electricity Consumers

This document is valid from November 1, 2016 to April 30, 2017

Part A – Regulated Price Plan (RPP) if you purchase your electricity from your utility

If you purchase your electricity from your utility, your electricity price is known as the “Regulated Price Plan” or RPP. RPP prices are set by the Ontario Energy Board, the independent regulator, and can change every six months (May 1st and November 1st). The table below shows the RPP prices that are in effect today for consumers on time-of-use pricing. The “Estimated Monthly Electricity Supply Cost” shown is **only for the cost of the electricity** that you use, which already includes a **forecast cost for the “Global Adjustment”** of 9.09 ¢ / kWh. You also have to pay other charges such as **delivery charges and regulatory charges** to your utility every month, as well as any taxes payable on your total monthly bill. For an explanation of these charges please visit www.ontarioenergyboard.ca.

The table below is based on a **residential consumer** who uses 750 kWh per month on time-of-use pricing and whose **pattern of electricity use** is: 65% of use in the off-peak period, 17% of use in the mid-peak period and 18% of use in the on-peak period. If your pattern of electricity use is different, your “Estimated Monthly Electricity Supply Cost” will also be different.

RPP Time-of-Use Prices

Off-peak	487.5 kWh	X	8.7 ¢ / kWh	=	\$ 42.41
Mid-peak	127.5 kWh	X	13.2 ¢ / kWh	=	\$ 16.83
On-peak	135.0 kWh	X	18.0 ¢ / kWh	=	\$ 24.30
Estimated Monthly Electricity Supply Cost					\$ 83.54

Time-of-use pricing is being phased in throughout the Province to replace tiered pricing. If you are still on tiered RPP pricing, your “Estimated Monthly Electricity Supply Cost” will be different. You can contact your utility to see when time-of-use pricing will apply to you.

CH 4



Variable Rate

Variable Rate Plans

ENROLL TODAY AND GET A LOW INTRODUCTORY RATE ON YOUR FIRST 2 BILLS!*



SimpleFlex 60
Variable Rate 60 Months
Utility: Hydro One Networks, Inc.

Promo:
\$0.0199/kWh*

PROMOTIONAL OFFER

Details ↑

Choose →

Compare



Promotional Offer: ENROLL TODAY AND GET A LOW INTRODUCTORY RATE ON YOUR FIRST 2 BILLS! * New customers only.

Plan Description:

With our variable rate SimpleFlex 60 plan, get the flexibility you want!

- No cancellation fee
- No long-term commitment
- Rate may vary monthly

Rate above is only available to customers enrolling with XOOM Energy for the first time.

Please note: The rate in which you enrolled on only covers the commodity portion of your bill and does not include other fees. The global adjustment (GA) will appear as a line item on your electricity bill. Unlike with the utility, the GA is not included in XOOM Energy's electricity rate. The GA will vary month to month and covers the cost for providing both satisfactory generating capacity and conservation programs for Ontario. Click [here](#) to see how the Global Adjustment is presented on the bill.

Additional documents and information:

\$ No Cancellation Fee

Terms & Conditions (PDF)

No Monthly Fee

Disclosure Statement (PDF)

Price Comparison (PDF)

Things you need to know:

After the promotional period, this rate may change in the subsequent months at the sole discretion of XOOM Energy. XOOM Energy's charges will be reflected on the monthly bill you receive from the utility. Only the utility account holder or persons legally authorized on the account may enroll. If you are currently under a contract with a retail supplier, understand your obligations and rights before switching. Rate above includes all commodity charges. Rate excludes any charges from your local utility for electricity distribution charges including any taxes or fees associated.

XOOM Energy Ontario, ULC - License No. ER-2016-0227

Enrollment Process

- ★ Simple process
- ★ Have utility bill handy

CH 4



XOOM Energy ONT, ULC
11208 Statesville Road
Suite 200
Huntersville, NC 28078

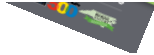
Telephone 1-866-999-8483
Fax 1-866-478-2830

STANDARD CONTRACT TERMS AND CONDITIONS IN A CONTRACT TO BUY NATURAL GAS FOR A HOME

See Section 2 for what different words mean in this Contract.

Section 1 What you are buying and from who

Energy Retailer information	XOOM Energy ONT, ULC ("XOOM Energy" or "we" or "us" or "our") XOOM Energy is not your Gas Utility. We are licensed by the Ontario Energy Board to sell natural gas. Our natural gas license number is: GM-2016-0226 Section 7 tells you how to contact us for different reasons.
Your information	Name: [name] Address: [address] Telephone Number: [telephone number] Email: [email address] Utility Account No.: [utility account number]
Address of the Home to be supplied under this Contract	Service Address: [service address]
Contract Price: What you pay for natural gas under this Contract	Type of Contract Price: <input checked="" type="checkbox"/> Variable price



Step 1

Enter basic info:

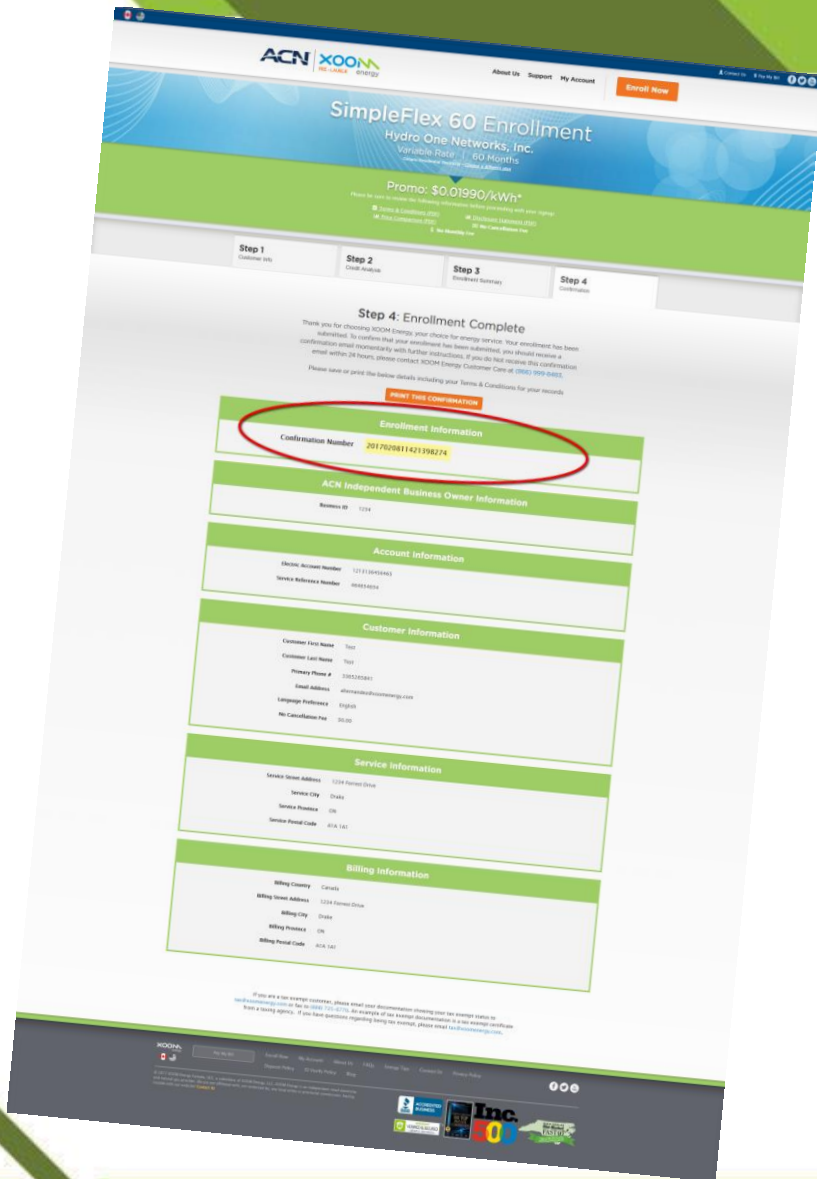
- ★ Name
- ★ Service Address
- ★ Billing Address
- ★ Account Details

Agree to:

- ★ Terms and Conditions
- ★ Affirmation Statements
- ★ Price Comparison Sheet
- ★ Disclosure Statements

- ★ Sales Associates are not permitted to enter their email address as the customer's email address except on their own energy account

CH 4



Step 4

- Submit Enrollment
- Confirmation Page
- Disclosure Statement
- Price Comparison Sheet

XOOM Energy will hold the requested enrollment after the 10-day “Cooling-Off” period during which a customer may cancel their enrollment without penalty or cost.

Contract Verification

- The Energy Consumer Protection Act requires that all electricity and gas customer contracts be verified. XOOM Energy will contact your customers via text, telephone, and/or email **after** the mandatory 10-day Cooling Off period. XOOM Energy will not contact your customer during the Cooling Off period.
- **During the cooling off period, you are prohibited from contacting your customers.**
- The verification process begins on the 11th day after the customer has submitted an enrollment request. Verification is completed through a Third Party Verification service. The customer will be required to answer a series of questions relating to the requested enrollment.
- **Be sure your customers are aware that the verification process must be completed before XOOM Energy can process their enrollment request.**

Cancellations

A customer may cancel their energy contract without cost or penalty if:

- the customer permanently moves from the service address;
- XOOM Energy has engaged in an unfair practice;
- the contract is non-compliant; or
- the consumer cancels the contract no more than 30 days after receiving the second bill under the contract

Cancellation Penalties

- Cancellation penalties may apply if customer cancels XOOM Energy contract more than 30 days after the second bill
- Maximum cancellation fee for most residential customers is \$50.00 whether the energy contract is for electric, natural gas, or both
- The cancellation fee for small businesses and homes with high volume usage is calculated differently. Refer to the Terms and Conditions of the selected plan for details.
 - “High volume usage” is defined as more than 15,000 kWh or 3,500 cubic meters in the 12 months before the contract is cancelled
- Not all service plans have a cancellation penalty.

CH 4

Electricity Retail Contract Monthly Bill Statement

Account Number:
0000 000000 0000000

Meter Number:
0000 000000 0000000

SAMPLE BILL

Your Electricity Charges

Electricity

Supplied by: XOOM Energy ONT, ULC
Phone No.: (866) 999-8483

750 kWh @ 1.2 ¢/kWh 9.00

Global Adjustment 63.38

Delivery 58.91

Regulatory Charges 5.29

Debt Retirement Charge 0.00

Total Electricity Charges \$136.58

8% Provincial Rebate (-\$10.93)

Total Amount \$118.82

Billing Method

Bill comes directly from local utility and includes all charges

Renewals and Extensions

- A customer may choose to renew their energy contract upon receipt of two renewal notices no more than 120 days and not less than 60 days before the term of the current contract with XOOM Energy ends.
- A renewal notice includes:
 - the renewed contract
 - the renewal form that describes any changes to the current energy contract
 - a Disclosure Statement with information about energy contracts from the Ontario Energy Board (OEB)
 - price comparisons for the commodity the current energy contract covers
- The renewed or extended contract may be cancelled if within 14 days of agreeing to the renewed contract, the customer provides XOOM Energy with written notice by returning the renewal documents or by telephone.
- A renewal or extension may also be cancelled within 30 days after the customer receives the second bill under the renewed or extended contract. The customer will still be required to pay the bills for services received.

Additional Resources

- Utility Market Matrix
- Glossary
- Check your ACN Back Office regularly

Glossary: Charges from your utility

- **Distributor:** delivers electricity or gas to customers, answers emergency calls, and does meter readings
- **Local Access Fee and Municipal Franchise Fee:** the distributor pays a fee to the

Glossary: Charges from your energy retailer

- **Retailer:** buys electricity or gas on the markets and sells to the customer; also bills and manages customers' accounts
- **Rate:** how much you pay your retailer per kWh or GJ for the electricity or natural gas you use, shown in cents and dollars

Glossary: Energy Terms

- **Fixed rate:** a rate that is fixed for the duration of the term of your contract
- **Variable rate:** a rate that fluctuates with the short term wholesale market

Glossary: Measurement Terms

- **kWh = kilowatt hour:** the standard measure for electricity use – one kilowatt of electricity in use for one hour (Example: A 100W light bulb uses 1 kWh if it's on for 10 hours)

	Alberta				
	AltaGas	ATCO Gas	ATCO Electric	ENMAX	EPCOR
1 Utility Name	Customer Launch	Customer Launch	Customer Launch	Customer Launch	Customer Launch
2 Status	Natural Gas	Natural Gas	Electricity	Electricity	Electricity
3 Commodity	73,000	1.1 Million	224,000	835,000	369,000
4 Number of Customers		Edmonton and Calgary Areas			
5 Key Cities	13 Digit Site ID* Number	13 Digit Site ID* Number	13 Digit Site ID* Number	13 Digit Site ID* Number	13 Digit Site ID* Number
6 Account Number Description (what is needed at the time of enrollment)	15-30 Days	15-30 Days	15-30 Days	15-30 Days	15-30 Days
7 When does the customer become a XOOM customer?	Yes	Yes	Yes	Yes	Yes
8 Credit Check Required?	Yes	Yes	Yes	Yes	Yes
9 Deposit	No	No	No	No	No
10 Correspondence sent out by Utility?	10 Days	10 Days	10 Days	10 Days	10 Days
1 Cancellation Period	No	No	No	No	No
2 Low Income Program?	Yes	Yes	Yes	Yes	Yes
3 Site Admin Fee Charged? (Monthly Fee)	XOOM	XOOM	XOOM	XOOM	XOOM
4 Who sends the customer bill	Residential, SMB	Residential, SMB	Residential, SMB	Residential, SMB	Residential, SMB
5 Customer Type	Standard Plan - No Renewable	Standard Plan - No Renewable	Standard Plan - No Renewable	Standard Plan - No Renewable	Standard Plan - No Renewable
6 Plan Options	Yes	Yes	Yes	Yes	Yes
7 Pre Pay	Notes: Switch Fees, Drop Requests, Market Rules				
8 Renewal Notice: Fixed Contract Only	Monthly Fee's are called Site Admin fees	Monthly Fee's are called Site Admin fees	Monthly Fee's are called Site Admin fees	Monthly Fee's are called Site Admin fees	Monthly Fee's are called Site Admin fees
9 Notes: Switch Fees, Drop Requests, Market Rules					
10 Rules					

Important Reminders

- ★ Allow customers **TIME** to learn about all the products available
- ★ **NEVER** develop or use your own marketing materials
- ★ **NEVER** misrepresent our products or mislead customers into enrolling
- ★ Sales Associates are **NOT** permitted to be present when a customer enters an order.
- ★ Sales Associates are **NOT** permitted to call the utility on behalf of their customers for **ANY** reason
- ★ Sales Associates are **NEVER** allowed to enter your own email address for the customer
- ★ **DO NOT** contact the customer during the 10-day Cooling Off period
- ★ **NEVER** remove an original bill form a customer's home/business
- ★ XOOM Energy will process the requested enrollment after the **10-DAY "COOLING OFF" PERIOD** during which a customer may cancel their enrollment
- ★ Only the **ACCOUNT HOLDER or AUTHORIZED AGENT** of the account holder may enroll with XOOM Energy
- ★ All **ENROLLMENTS MUST BE VERIFIED** before XOOM Energy can process the request

Ensure you are acquiring customers the
right way....

**The XOOM Energy
way!**