

The ACN logo features the letters 'ACN' in a bold, blue, sans-serif font. A registered trademark symbol (®) is positioned to the upper right of the 'N'. A vertical line is placed to the right of the 'ACN' text.The XOOM energy logo consists of the word 'XOOM' in a blue, sans-serif font, followed by a green line graph icon. Below 'XOOM' is the word 'energy.' in a smaller, blue, sans-serif font.A woman with dark, curly hair and glasses is smiling while working on a laptop. She is wearing a black and white striped long-sleeved shirt. The background is a bright, modern office space with large windows and indoor plants.

XOOM Energy IBO Sales Guide

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Meet XOOM Energy

XOOM Energy is a provider of electricity, natural gas and renewable energy solutions to residential, small business and large commercial customers in deregulated energy markets across the United States and Canada. XOOM Energy serves consumers in more markets than any other retail energy supplier, giving you more opportunity to grow your business.

At XOOM Energy, we believe that the power of personal connections is what helps set us apart. Connecting you, your friends, and your family with the energy they need, along with the unparalleled blend of energy plans and dedicated service they want.

When your customers choose XOOM Energy you can be confident they have chosen a reliable energy provider that strives each day to help customers power what matters the most!

Awards & Recognitions



2015 Inc. 500
#1 Fastest Growing
Private Energy Company



2016 & 2018 Energy
Marketing Conference Retailer
Energy Provider of the Year



A+ Rating with the
Better Business Bureau



Scan the QR code

Scan the QR code below with your phone to see a video and learn more about XOOM Energy.

XOOM Energy Service Areas

Scan the QR code

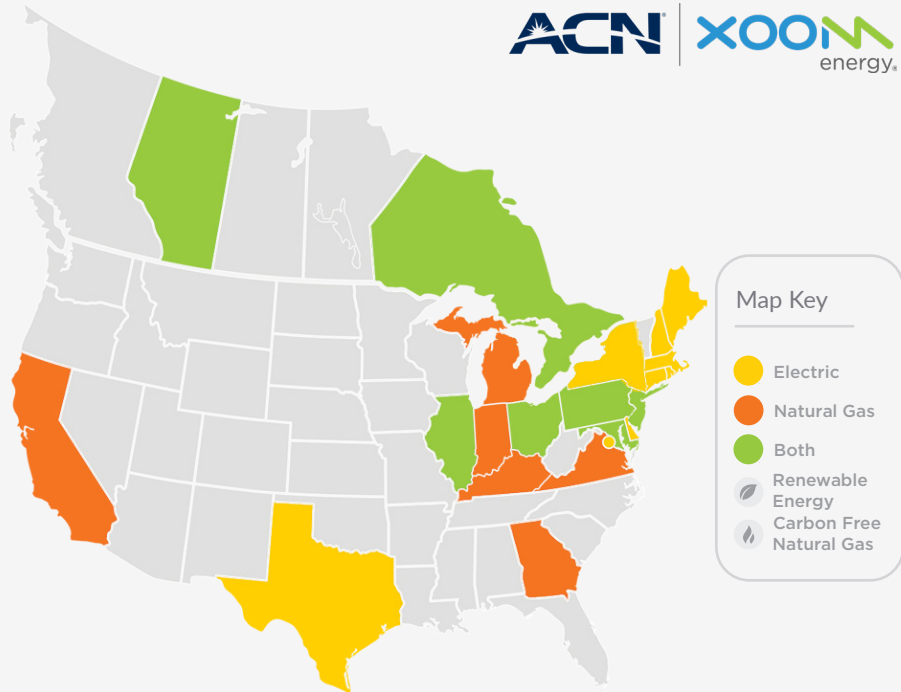
Scan the QR code below with your phone or visit acn.xoomenergy.com/support in the U.S. or acn.xoomenergy.ca/en/support in Canada to search service availability in the U.S. and Canada.



United States Service Areas



Canada Service Areas



Map Key

- Electric
- Natural Gas
- Both
- Renewable Energy
- Carbon Free Natural Gas

United States

- California**
 - PG&E
 - San Diego Gas & Electric
 - SoCal Gas
- Connecticut**
 - Eversource Energy - CT
 - United Illuminating
- Delaware**
 - Delmarva Power
- District of Columbia**
 - Pepco
- Georgia**
 - Atlanta Gas Light
- Illinois**
 - Ameren
 - ComEd
 - Nicor Gas
 - North Shore Gas
 - Peoples Gas
- Indiana**
 - NIPSCO
- Kentucky**
 - Columbia Gas of Kentucky
- Maine**
 - Central Maine Power
 - Versant Power - Bangor

- Maryland**
 - Baltimore Gas & Electric
 - Delmarva Power
 - FirstEnergy - Potomac Edison
 - Pepco
 - Washington Gas Light
- Massachusetts**
 - Eversource - Eastern MA
 - Eversource - Western MA
 - National Grid - Massachusetts Electric
 - National Grid - Nantucket Electric
- Michigan**
 - Consumers Energy
 - DTE Gas Company
- New Hampshire**
 - Eversource Energy - NH
- New Jersey**
 - Atlantic City Electric
 - JCP&L
 - New Jersey Natural Gas
 - PSE&G
 - Rockland Electric
 - South Jersey Gas
- New York**
 - Central Hudson
 - ConEdison
 - National Grid - Upstate NY
 - NYSE
 - Orange & Rockland
 - Rochester Gas & Electric

- Ohio**
 - AEP
 - AES Ohio
 - CenterPoint Energy
 - Columbia Gas of Ohio
 - Dominion Energy
 - Duke Energy
 - FirstEnergy - Ohio Edison
 - FirstEnergy - The Illuminating company
 - FirstEnergy - Toledo Edison
- Pennsylvania**
 - Columbia Gas of PA
 - Duquesne Light
 - FirstEnergy - Met-Ed
 - FirstEnergy - Penelec
 - FirstEnergy - Penn Power
 - FirstEnergy - W. Penn Power
 - National Fuel Gas Company
 - PECO
 - Peoples Natural Gas of Pennsylvania
 - Philadelphia Gas Works
 - PPL Electric
 - UGI Electric
 - UGI South
 - UGI North
 - UGI Central
- Rhode Island**
 - Rhode Island Energy
- Texas**
 - AEP Central
 - AEP North
 - CenterPoint
 - Oncor
 - Texas New Mexico Power

- Virginia**
 - Columbia Gas of Virginia
 - Washington Gas of Virginia

Canada

- Alberta**
 - Apex Utilities
 - ATCO Electric
 - ATCO Gas
 - City of Lethbridge
 - ENMAX Power Corporation
 - EPCOR
 - FortisAlberta
- Ontario**
 - Alectra Utilities
 - Burlington Hydro
 - Ellexicon Energy
 - Enbridge
 - ENWIN Utilities
 - Hydro One Networks, Inc.
 - Hydro Ottawa Ltd
 - Kitchener-Wilmot Hydro
 - London Hydro
 - Oakville Hydro
 - Toronto Hydro-Electric Systems Ltd

To learn more visit ACN Compass

United States
acncompass.com/energy

Canada
acncompass.ca/energy

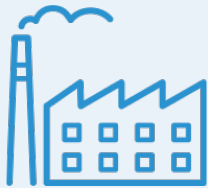
Energy Choice

The term “energy choice” may or may not be something your customers are familiar with. Often many energy consumers who live in an energy choice market might not know they have an option to choose who supplies their electricity and/or natural gas.

Today, it is likely that your customers are being served by their local utility through their default or basic supply service. This means their local utility supplies and delivers their energy, and they receive a bill each month.

To truly understand how energy choice works, it is helpful to know the different entities that have joined forces to make up a competitive energy market. It might seem a little complicated, but here is a simple breakdown.

The Breakdown



Generation Companies

These entities are responsible for generating electricity or processing natural gas.



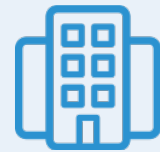
Retail Provider

Retail energy providers like XOOM Energy purchase electricity and natural gas from the open market and compete with other Retail Providers to sell to residential and commercial customers in energy choice markets.



Local Utility

Your local utility delivers your energy to your home or business just as they always have. The means of distribution is the same, even when you are purchasing your energy supply from a retail provider.



Residential & Commercial Consumers

Residential and commercial energy consumers enjoy the freedom of their choice in who supplies their electricity and/or natural gas.



Scan the QR code

Scan the QR code below with your phone or visit acn.xoomenergy.com/en/energy-choice in the U.S. or acn.xoomenergy.ca/en/energy-choice to learn more about energy choice.

Who XOOM Energy Services



Residential Services



Small Business

XOOM Energy offers electricity and natural gas to homeowners, renters and small businesses throughout the United States and Canada, which means XOOM Energy has products and services for any customer.



Customers can enroll for a service they are already using every day, but with the **benefit of choosing a plan that fits their budget and lifestyle.**

Residential and small business customers can **choose an energy plan and enroll online at acn.xoomenergy.com.**

Scan the QR code

Scan the QR code below with your phone or [visit acn.xoomenergy.com/en/support](https://acn.xoomenergy.com/en/support) in the U.S. or acn.xoomenergy.ca/en/support in Canada to search service availability in the U.S. and Canada.

**United States
Service Availability**

**Canada Service
Availability**



Big Business Program

XOOM Energy can offer service to large businesses who spend more than \$17,000 annually on supply cost through the Big Business Program. This threshold pertains to the commodity portion of the energy bill.

Based on the company's annual usage, XOOM Energy will provide a customized quote to help better suit your customers' needs and budgets.

Examples of Big Business accounts:

- Commercial Property Management
- Manufacturers
- Auto Dealerships
- Franchises (hospitality, food service, laundromats, etc.)

With the Big Business Program, XOOM Energy offers a dedicated and knowledgeable Account Manager to assist with the process of enrolling Big Business accounts.

To request a customized proposal from XOOM Energy:

1. Download the Lead Pass Form for your state or province from the dropdown menu below

United States: acn.xoomenergy.com/en/big-business.

Canada: acn.xoomenergy.ca/en/big-business.

2. Complete the form entirely, including signing any required LOA(s), then submit the form to bbpinfo@xoomenergy.com. You may be contacted if additional information is needed.

3. A XOOM Energy Specialist will contact you with your customer to walk them through the process.

Please note that the process to receive a quote can take up to 10 business days.

**United States
Big Business Program**



**Canada
Big Business Program**

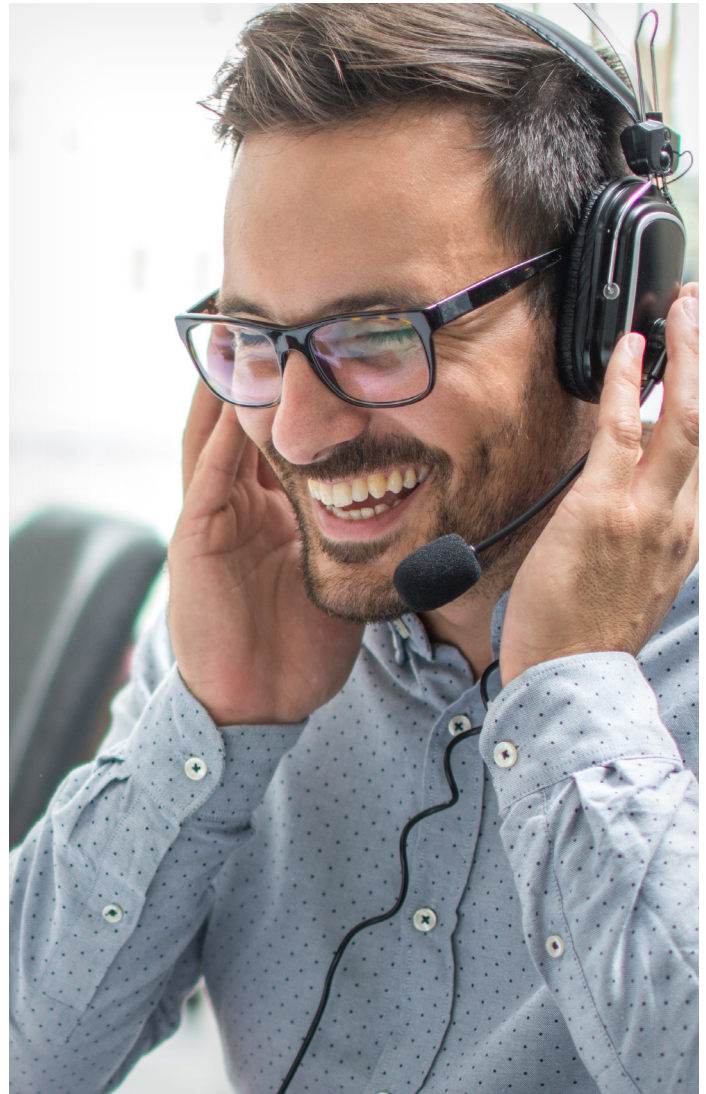


Scan the QR code

Scan the QR code with your phone

or visit acn.xoomenergy.com/en/big-business in the U.S.

or acn.xoomenergy.ca/en/big-business in Canada to learn more about XOOM Energy's Big Business Program.



Multi-Location Enrollment

For energy customers who may own multiple residences or a business with multi-locations we have made enrolling multiple locations simple. Utilizing the Multi-Location Enrollment (MLE) form is much quicker and easier than enrolling each location online.

When enrolling 5 or more residential and/or small businesses locations, a Multi-Location Enrollment (MLE) form can be completed and XOOM Energy will handle the enrollment process.

Examples of Multi-Location Accounts:

- Commercial and Rental Property Management
- Multiple Residencies
- Franchises (hospitality, food service, etc)
- Auto Dealerships

Things to remember when submitting a Multi-Location Enrollment Form:

- There must be a minimum of five accounts
- All locations must be billed under one legal entity
- Must be enrolling all locations on same product

To submit a Multi-Location Enrollment (MLE) form to XOOM Energy:

1. Download the Multi-Location Form for your state or province from the dropdown menu on this page. If you prefer to submit account details as an excel spreadsheet, please ensure all data requested on the MLE form is included for each account. All of this information must be included in order to process enrollments.
2. Simply complete the form entirely, then submit the form to bbpinfo@xoomenergy.com.
3. A XOOM Energy Specialist will contact you to further discuss your enrollments.

Scan the QR code

Scan the QR code below with your phone or visit acn.xoomenergy.com/en/multi-location-enrollment in the U.S. or acn.xoomenergy.ca/multi-location-enrollment in Canada to learn more about XOOM Energy's Multi-Location Enrollment Process.

United States MLE



Canada MLE



XOOM Energy Plan Options



STABILITY & PRICE CERTAINTY

Great option for Home and Business owners.

Fixed-Price Plans

Fixed-price plans offer budget conscious customers the opportunity to lock in a fixed-price for the duration of their contract. With a fixed-price energy plan comes the peace of mind of pricing stability and protection from the uncertainty during peak weather conditions.

Fixed-price plans are a great option for home and business owners who are looking for stability and price certainty when it comes to their energy.



FLEXIBILITY

Great option for short-term renters or cost-conscious customers who follow the energy market changes.

Month-to-Month Variable Price Plans

Month-to-month variable price plans offer flexibility with the benefit of no cancellation fees, with the option to switch to a fixed-price plan at any time. With month-to-month variable price plans, it is important to know these prices can vary from month to month and can fluctuate based on many factors including weather, demand, and changes in the energy market.

Month-to-month variable price plans can be a great option for short-term renters or those who pay close attention to what is happening in the energy markets.



ECO-FRIENDLY

Great option for environmentally mindful customers who prefer green energy.

Renewable Energy Plans

Renewable & Carbon-Free Energy Plans offer a clean and environmentally friendly option and renewable energy plans are available for both electricity and natural gas in select markets.

United States
Plans & Pricing



Scan the QR code

Scan the QR code with your phone or visit acn.xoomenergy.com/en/support in the U.S. or acn.xoomenergy.ca/en/support in Canada to search service availability in the U.S. and Canada.

Canada Plans
& Pricing



Benefits of XOOM Energy

XOOM Energy serves consumers in more markets than any other retail energy supplier, giving you the ability to build your business in more markets with energy.

With electricity and natural gas service available in more than 100 energy choice markets in the U.S. and Canada, XOOM Energy's service area includes an estimated 95 million potential customers.

At XOOM Energy, we believe that the power of personal connections is what help sets us apart. Connecting you, your friends, and your family with the energy they need, along with the unparalleled blend of energy plans and dedicated service they want. When customers choose XOOM Energy they can be confident they have chosen a reliable energy provider that strives each day to help our customers power what matters the most!

When customers switch their energy provider to XOOM Energy

- There is never any equipment to buy
- No enrollment fees
- No interruptions in service when switching
- Choice of plans and pricing
- Dedicated Customer Care
- Customer loyalty program
- Budget Billing and Auto Bill Pay available in select markets



XOOM Xtras



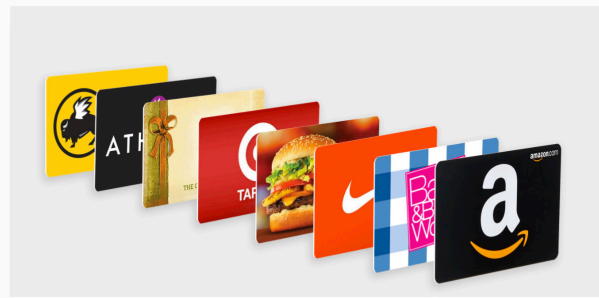
[Log In](#) [Sign Up](#)

Discounts. Deals. Prizes.

XOOM Xtras is the FREE loyalty program that rewards you for managing your XOOM account, engaging in social media & playing games!



No Current Auction Items



Check out our library of Gift Cards

XOOM Xtras is XOOM Energy's interactive rewards program where customers can earn points and win prizes for managing their account, learning about energy saving tips, and engaging with us on social media, all while having fun and playing games.



XOOM Xtras is available to U.S. and Canada customers. XOOM Xtras members have access to valuable discounts from local and national retailers. From movie theaters and restaurants to hotels, theme parks and more, XOOM Xtras helps save on a wide variety of purchases.

To register, customers can visit xoomxtras.com or xoomxtras.ca in Canada.

XOOM Xtras
United States

XOOM Xtras
Canada

Scan the QR code

Scan the QR code below with your phone or visit xoomxtras.com in the U.S. or xoomxtras.ca in Canada to learn more about which plans are available by state and providence.



Additional Services



Budget Billing

Budget Billing is an optional payment program designed to provide predictable billing by equalizing payments over the course of several months. There is no cost to enroll, and the program is available to both residential and small business customers.

Budget Billing is sponsored by utility companies in XOOM Energy markets across the U.S. and Canada but is only available in select markets.

Auto Bill Pay and Pre-Authorized Payment

Paying monthly bills with XOOM Energy can be simple and hassle-free when Georgia, California (SoCal Gas and San Diego Gas & Electric) and Texas customers enroll on Auto Bill Pay and Alberta customers enroll on Pre-Authorized Payment.



Paperless Billing

Customers can help reduce waste all while helping to save the environment with paperless billing from XOOM Energy. This service is available to customers in Alberta, Georgia, and California (SoCal Gas and San Diego Gas & Electric) and Texas. Customers can sign-up for Paperless billing at enrollment or through their MyAccount page.

Understanding Billing

XOOM Energy serves customers in over 100 markets in North America, and because of this, we service customers in markets with a few different types of billing methods. Regardless of the state or province, the local utility will continue to deliver energy to the home and businesses, service transmission lines and respond to emergencies.

Billing Types:

Direct Bill:

XOOM Energy customers in Alberta, Georgia, and Texas are in Direct Bill markets. That means those customers will receive their bill directly from XOOM Energy. The local utility will read the meter on a specific date and provide XOOM Energy with all utility charges (transmission, distribution, taxes, etc). XOOM Energy will then consolidate the utility charges along with our supply charges into one bill that customers will pay directly to XOOM Energy.

Dual Billing

XOOM Energy customers in California in the SoCal Gas and San Diego Gas & Electric markets will receive one bill from their local utility for the utility based charges (transmission, distribution, taxes, etc.), and a separate bill from XOOM Energy for the supply portion (commodity only charges). With Dual Billing, customers will remit a payment for the utility charges directly to the local utility, and a separate payment to XOOM Energy for the supply portion.

Utility Consolidated Bill

The billing method for most XOOM Energy service areas is Utility Consolidated Billing. In these markets, the local utility reads the meter on a specific date and the customer's supply charges (commodity portion) are then calculated based on that usage data. Once the energy supply charges are calculated, the local utility lists that amount as the "Supply Charge" portion on the monthly energy bill customers receive from their local utility. Customers make payment to the local utility, and the utility in turn forwards the amount owed for the supply charge portion of the bill to XOOM Energy.

Scan the QR code

Scan the QR code below with your phone or visit acn.xoomenergy.com/en/how-to-read-your-bill to learn more about billing types and how to read your bill. Alberta customers can visit acn.xoomenergy.ca/en/pay-my-bill to see samples for both single and dual commodity billing.

How to Read
Your Bill United States



How to Read
Your Bill Canada



Common Questions & Objections

What is Energy Choice?

It is not uncommon for customers to be unaware they have options when it comes to choosing who supplies their electricity and natural gas. It can be helpful to explain that customers who live in energy choice markets have the freedom to choose who supplies their energy for their homes or business.

For more information on energy choice markets serviced by XOOM Energy please visit: acn.xoomenergy.com/en/support in the U.S. and acn.xoomenergy.ca/en/support in Canada.

Why should I switch my service to XOOM Energy?

Now that your customer knows they have options, they may ask why they should choose XOOM Energy. Start by explaining how switching their service to XOOM Energy can help you grow your business and they can be part of a reliable energy provider dedicated to providing the best customer experience possible.

What does XOOM Energy offer that I can't get from my local utility?

When you customers choose XOOM Energy they have a choice of plans and pricing that aren't available through their local utility, such as fixed-price and renewable energy plan options. There is never a cost to switch or service interruptions when they choose XOOM Energy.

Plus, customers can enjoy the benefits of programs like the XOOM Xtras customer loyalty program.

I'm already in a contract with another provider

For customers who are already being serviced by another energy provider, be sure to note the customers contract end date and reach out to them at least 30 days prior.

I'm happy with my current provider

This presents another opportunity to explain how enrolling with XOOM Energy can help support your business. Be sure to again point out the benefits and plans offered by XOOM Energy.

How do I know your price is favorable?

Many of the question's customers may have will be around pricing. Be sure to monitor the XOOM Energy website for pricing in their area and reach out to them when pricing is favorable. Each month you can find a list of XOOM Energy's favorable markets available on ACN Compass.

For more information please visit acncompass.com/xoom/ in the U.S. or acncompass.ca/energy in Canada.

I'm just simply not interested

Sometimes it is just no, but no is not always forever. Offer a different product line and be sure to follow-up regularly and maintain contact. Add these customers to a potential accounts list and monitor the XOOM Energy Favorable Markets listing on ACN Compass to re-contact them as soon as pricing is more favorable.

Best Practices for Referring Customers

Becoming Accredited

- Before referring energy customers, an IBO must first complete the accreditation online training, pass the questionnaire to ensure comprehension of training content, and agree to the Code of Conduct. This will ensure that you understand the products and services you are able offer your customers.
- Before referring customers in Alberta, Ontario, New York, Rhode Island, Delaware or Ohio, an IBO must create and print an Energy Badge. (Available in your Back Office)
- IBOs referring customers in Illinois must be recertified every 6 months
- IBOs referring customers in Ontario must recertify every year or recertify if they do not refer a customer within 60 days of completing the online accreditation training

For complete details please visit:

US: acn.xoomenergyhub.com/en/accreditation and for CA: acn.xoomenergyhub.ca/en/accreditation

Energy Choice

- IBOs should emphasize energy choice offers customers the ability to choose who supplies their natural gas and electricity
- It is important to explain to the customer that the local utility will continue to deliver their electricity and natural gas and should contact their local utility in the case of an emergency or outage
- When referring customers, IBOs should convey that XOOM Energy is approved by the Public Utility Commissions and local regulators in each state/province, but that XOOM Energy is not affiliated with the local utility or endorsed by any state agency
- IBOs should always review all plans and pricing available to the customer and explain the benefits of each

Referring Customers

- IBOs may only refer warm market customers (friends and family)
- Door-to-Door sales are strictly prohibited
- Only use marketing materials provided by XOOM Energy or ACN
- Never use the XOOM Energy or utility logos
- IBOs should never guarantee savings to a customer
- IBOs should never offer cash or gift cards as incentives to customers they are referring

Enrollment Process

- Residential and small business customers can only enroll online (or if qualified, as a Multi-Location Enrollment (MLE) as defined on Page 8)
- The ACN/XOOM Energy website can be used for customers to view pricing and plans, terms and conditions, and provide answers to frequently asked questions
- You should always direct customers to enroll on your personal website, and IBOs should never complete an enrollment on the customer's behalf
- Select markets will require a credit check
- Once their enrollment is completed, customers will receive an email with confirmation number, plan summary, and information on what happens next

Level UP

your business with

powerUP

Build momentum in your electricity and natural gas business with this fantastic initiative.

Already a force in electricity and natural gas?

Great! This program can help you reach astronomical new heights with services you're comfortable offering!



ACQUIRE 12
or more **XOOM Energy residential Natural Gas customers** and receive a **BONUS** equal to the average commodity-only charges of your customers' bills!*



ACQUIRE 12
or more **XOOM Energy residential Electricity customers** and receive a **BONUS** equal to the average commodity-only charges of your customers' bills!*

*Subject to terms and conditions. Excludes taxes, surcharges, past due fees and any local utility charges.
Offered by ACN Opportunity, LLC and All Communications Network of Canada Co.
Open to all U.S. and Canada IBOs.

XOOM
energy.

ACN

ELIGIBILITY RULES:

WHO CAN PARTICIPATE?

The following IBO qualification requirements will apply:

1. Promotion is only available to U.S. or Canadian IBOs active and in good standing with ACN Opportunity, LLC, or All Communications Network of Canada Co. (collectively, "ACN"), as applicable, at the time of payout.
2. IBO's must be accredited and in good standing with XOOM Energy, LLC, XOOM Energy Canada, ULC and XOOM Energy ONT, ULC at the time of payout.
3. IBO must have at least 12 qualified XOOM Energy Residential Electric customers to receive Electricity payout.
4. IBO must have at least 12 qualified XOOM Energy Residential Natural Gas customers to receive Natural Gas payout.
5. U.S. and Canadian XOOM Energy Residential account customers (by service type) can be combined.
6. IBOs are eligible to earn a payout for both Electricity and Natural Gas by acquiring 12 or more qualified residential customers of each service type, subject to other eligibility requirements.

WHO ARE QUALIFIED CUSTOMERS?

The following customer qualification requirements will apply:

1. Residential Electricity and Natural Gas customers acquired on or after October 1, 2013 count towards eligibility.
2. Customer must not have a past due balance with XOOM Energy.
3. Customer accounts must be in a CUST (Active) status.
4. Customer accounts must have completed one full billing cycle.
5. Customer qualification will be determined on the last day of each calendar month during the program period.

HOW IS THE BONUS CALCULATED AND DELIVERED?

The following calculation and delivery rules will apply:

1. Any Electricity and/or Natural Gas payout will be calculated at the end of each month during the program period based on the average XOOM Energy supply charges (commodity only by service type) for all of the relevant IBO's qualified customers.
2. Average XOOM Energy supply charges (commodity only by service type) for qualified customers will be calculated based on the last completed billing cycle for each such customer.
3. Taxes, surcharges, past due fees and any charges by the local utility are excluded from the payout calculation.
4. There is no cap on the payout amount, subject to these terms and conditions.
5. ACN will process the payout as an IBO payment through the normal payout cycle, subject to the same payment terms that apply to other IBO payments.
6. Payout will be made within one month after the end of the qualifying month.
7. IBOs are solely responsible for any taxes, fees, or other charges associated with the payout amount.
8. ACN reserves the right to withhold amounts as may be required by applicable laws or regulations.
9. Missing credits must be disputed within two months following the relevant qualification month or the right to dispute those credits is waived.
10. ACN has the right to modify or end this program at any time at its discretion.

ACN

XOOM
energy



Social Media



Plans & Pricing

acn.xoomenergy.com | acn.xoomenergy.ca

Training & Accreditation

acn.xoomenergyhub.com | acn.xoomenergyhub.ca