

XOOM Energy Best Practices

- Before referring energy customers, an IBO must first complete the accreditation online training, pass questionnaire to ensure comprehension of training content, and agree to the Code of Conduct
- Before referring customers in New York, Rhode Island, Delaware or Ohio, an IBO must create and print and 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



Becoming Accredited

ACN

XOOM
energy.

XOOM Energy Best Practices

- IBOs should emphasize energy choice offers customer the ability to choose who supplies their natural gas and electricity
- It is important to explain to the customer that they will continue to receive their delivery of their electricity and natural gas from their local utility 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, 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



Energy Choice



XOOM Energy Best Practices

- IBOs may only refer warm market customers (Friends and family)
- Door-to-Door sales is 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, unless specifically stated on the XOOM Energy website
- IBOs should never offer cash or gift cards as incentives to customers they are referring



Referring Customers



XOOM Energy Best Practices

- Residential and small business customers can only enroll online
- The XOOM Energy website can be used for customers to view pricing and plans, view terms and conditions and provide answers to frequently asked questions
- You should direct customers to enroll on your personal website or at acn.xoomenergy.com and IBOs should never complete an enrollment on your customers behalf
- Select markets, will require a credit check
- Once completing enrollment customers will receive an email with confirmation number, plan summary and information on what happens next



Enrollment Process

