



Customer Renewals

It is important that you check your PCL monthly to see which of your customers are coming up for renewal. To ensure you maintain these customers as an ACN IBO, we encourage you to proactively reach out to your customers and have them look out for the XOOM Energy renewal communication to avoid missing the renewal deadline.

Advise Your Customer To:

1. Go to xoomenergy.com/en/renewal
2. Select the appropriate state from the dropdown listing.
3. Choose the appropriate utility and plan type - Variable, Fixed, Renewable – as available.
4. Provide requested information and select a plan.





XOOM Energy Electricity Renewal Notice Overview



<u>State</u>	<u>Renewal Notice</u>	<u>Renewal Actions</u>
Connecticut	30 Days Notice	If no action, customer will auto-renew to fixed plan indicated in renewal notice.
Delaware	30 Days Notice	If no action, customer will be moved to month-to-month plan.
Illinois	30 Days Notice	If no action, customer will be moved to month-to-month plan.
Maryland	45 Days Notice	If no action, customer will be moved to month-to-month plan.
Maine	30 Days Notice	If no action, customer will be moved to month-to-month plan.
Massachusetts	30 Days Notice	If no action, customer will auto-renew to fixed plan indicated in renewal notice.
New Hampshire	30 Days Notice	If no action, customer will auto-renew to fixed plan indicated in renewal notice.
New Jersey	30 Days Notice	If no action, customer will be moved to month-to-month plan.
New York	No renewal notice	Customers who enrolled on a fixed-price plan before April 2021 will not receive a notice, but instead receive a notice letting them know they are being switched to a month-to-month 50% renewable product supported by NY energy sources.
Ohio	45 Days Notice	If no action, customer will be moved to month-to-month plan.
Pennsylvania	45, 30 Days Notice	If no action, customer will be moved to month-to-month plan.
Rhode Island	30 Days Notice	If no action, customer will auto-renew to fixed plan indicated in renewal notice.
Texas	14 Days Notice	If no action, customer will be moved to month-to-month plan.
Washington D.C.	45 Days Notice	If no action, customer will be moved to month-to-month plan.



XOOM Energy Natural Gas Renewal Notice Overview



<u>State</u>	<u>Renewal Notice</u>	<u>Renewal Actions</u>
California	30 Days Notice	If no action, customer will be moved to month-to-month plan.
Georgia	60, 30 Days Notice	If no action, customer will be moved to month-to-month plan.
Illinois	30 Days Notice	If no action, customer will be moved to month-to-month plan.
Indiana	30 Days Notice	If no action, customer will be moved to month-to-month plan.
Kentucky	90, 60 Days Notice	If no action, customer will be moved to month-to-month plan.
Maryland	45 Days Notice	If no action, customer will be moved to month-to-month plan.
Michigan	60 Days Notice	If no action, customer will be moved to month-to-month plan.
New Jersey	30 Days Notice	If no action, customer will be moved to month-to-month plan.
New York	No renewal notice	Customers who enrolled on a fixed-price plan before April 2021, at the end of their contract, instead of receiving a renewal notice, customers will receive a notice letting them know they are being switched to a month-to-month product.
Ohio	45 Days Notice	If no action, customer will be moved to month-to-month plan.
Pennsylvania	90, 30 Days Notice	If no action, customer will be renewed on current term length plan with new fixed-price.
Virginia	45 Days Notice	If no action, customer will auto-renew to fixed plan indicated in renewal notice.