

# ENERGY FACTS & ACCREDITATION 2024

## FACTS

- 1-Consumers can choose the supplier and the supply rate of their gas or electricity in deregulated states.**
- 2-Consumers will still pay the utility for the delivery of the gas and electricity and call the utility in case of an emergency or power outage.**
- 3-ACN has partnered with the supplier XOOM to market gas and electricity.**
- 4-XOOM is not affiliated with the local utility and does not receive endorsements from any state agencies.**
- 5-XOOM offers customers a rewards program at [www.xoomxtras.com](http://www.xoomxtras.com).**
- 6-XOOM offers a variable rate (month to month, no commitment) or a locked rate for a fixed period of time (early termination fee applies).**
- 7-It is FALSE that a variable will ALWAYS cost more than a fixed rate.**
- 8-XOOM offers both standard and renewable (green) energy.**
- 9-XOOM offers fixed plans that contribute monthly to charities.**

## RULES

- 1-Before acquiring energy customers, IBOs must take the accreditation test.**
- 2-IBOs may only acquire customers from their warm market.**
- 3-IBOs may not make their own marketing materials or use the XOOM logo.**
- 4-IBOs may not guarantee savings to customers unless it is specifically stated on the XOOM website.**
- 5-IBOs may not complete the enrollment on behalf of customers.**
- 6-IBOs may not submit their personal contact information in place of the customers' email or phone number.**
- 7-IBOs cannot offer cash or gifts cards as incentives to acquire customers.**

# ENROLLMENT PROCESS

- 1-Residential and small business customers can only enroll online.**
- 2-Customers will need access to their utility account information.**
- 3-Customers can enroll on your personal website or at [acn.xoomenergy.com](http://acn.xoomenergy.com)**
- 4-The XOOM site allows customers to see pricing plans and provides answers to frequently asked questions.**
- 5-Certain markets, but not all, will require a credit check.**
- 6-After enrolling, customers will receive an email that includes a confirmation number and summarizes the plan. It will NOT include the date that energy service will begin.**
- 7-After placing an order, customers may cancel (time frames varies by state).**
- 8-For big businesses, XOOM energy will make a custom quote/proposal.**
- 9-Before enrolling energy customers in New York, Rhode Island, Delaware, Illinois Connecticut or Ohio, IBOs must print an Energy Badge (available in your back office at the end of the accreditation).**
- 10-Special training is required before signing up Connecticut customers.**