

DO's and DON'Ts of ENERGY

RULES

- 1) Before acquiring energy customers, an IBO must take the accreditation test located in the ACN back office, otherwise an error message will appear.
- 2) An IBO may not guarantee savings to a customer, unless it's stated on the website.
- 3) An IBO may not complete the enrollment on behalf of the customer.
- 4) An IBO may not submit his/her personal contact information instead of the customer's.

FACTS

- 1) Deregulation means consumers can choose the supplier and the supply rate of their gas or electricity.
- 2) The consumer will still pay the utility for the delivery of the gas and electricity.
- 3) The consumer will still call the utility in case of an emergency or power outage.
- 4) ACN has partnered with XOOM to market gas and electricity.
- 5) XOOM offers both standard and renewable energy.

ENROLLMENT PROCESS

- 1) Residential and small business customers can **only** enroll online.
- 2) Customers may choose a variable rate (month to month, no commitment) or a locked rate for a fixed period of time (cost recovery fee applies).
- 3) Big businesses are eligible for a custom quote if they use between \$1,420 - \$35,000 a month in commodities. A big business may combine multiple locations (even from multiple states) to obtain the best custom quote.
- 4) To obtain a big business custom quote, fill out a Commercial Lead Pass Form (available in your back office). XOOM energy will then obtain the historical usage information of the customer and make a custom proposal on the IBO's behalf.
- 5) A business with 5 or more locations may utilize the Multi-Location Form (located on your storefront). This is for convenience not rate adjustments.
- 6) Before enrolling energy customers in the state of New York, Rhode Island, Delaware or Ohio, an IBO must print an Energy Badge (available in your back office).