

Energy Facts & Accreditation

FACTS

- 1) Consumers can choose the supplier and the supply rate of their gas or electricity in deregulated states (for details, see www.acncompass.com).
- 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.
- 6) XOOM offers a variable rate (month to month, no commitment) or a locked rate for a fixed period of time (cost recovery 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
- 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 have several days to 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 or Ohio, IBOs must print an Energy Badge (available in your back office at the end of the accreditation).