

Customer Complaint Summary

Total Complaints for XOOM Energy New Hampshire, LLC's Affiliates
January 2016 - December 2017

Complaint Type	XOOM Energy California, LLC	XOOM Energy Connecticut, LLC	XOOM Energy Delaware, LLC	XOOM Energy Georgia, LLC	XOOM Energy Illinois, LLC	XOOM Energy Indiana, LLC	XOOM Energy Kentucky, LLC	XOOM Energy Massachusetts, LLC	XOOM Energy Maryland, LLC	XOOM Energy Maine, LLC	XOOM Energy Michigan, LLC	XOOM Energy New Hampshire, LLC	XOOM Energy New Jersey, LLC	XOOM Energy New York, LLC	XOOM Energy Ohio, LLC	XOOM Energy Pennsylvania, LLC	XOOM Energy Rhode Island, LLC	XOOM Energy Texas, LLC	XOOM Energy Virginia, LLC	XOOM Energy Washington D.C., LLC	TOTAL
Billing	0	0	0	0	1	0	0	1	4	0	0	1	0	6	1	4	0	19	0	0	37
Contract Renewal	0	0	0	0	1	0	0	0	1	0	1	1	0	0	2	1	0	1	0	0	8
Customer Service	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	3	0	0	5
Deposit Refund / Credit Issue	0	0	0	0	0	0	0	0	4	0	1	0	0	2	0	0	0	1	0	0	8
Disconnect	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6	0	0	6
Do Not Call (Telesales)	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	2
Enrollment	1	5	0	0	28	0	0	1	19	6	5	8	5	42	31	29	0	3	0	8	191
Failure to Drop	0	0	0	0	2	0	0	0	0	1	2	0	0	2	5	1	0	1	1	0	15
Improper Sales Rep Behavior	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	2
Misrepresentation	0	0	0	0	7	0	0	1	1	0	0	2	0	0	7	1	0	0	0	0	19
Rates	0	0	0	0	5	0	0	0	3	1	1	0	1	8	3	3	0	5	0	4	34
Start / Stop Service	1	0	0	0	5	0	0	0	1	0	1	2	0	1	4	4	0	1	0	2	22
TOTAL	2	6	0	0	51	0	0	3	33	8	11	16	6	61	54	43	0	40	1	14	349

Third-Party Vendor Information

Energy Group Consulting,LLC

Rob Morris (Owner, CEO) 205 E. 29th
St.

Pittsburg, KS 66762

Rob.morris@egc-inc.com

513-415-0508

Door-to-Door training slides

XOOM Energy New Hampshire, LLC (“XOOM Energy”)

D2D Sales Training



XOOM Energy

a progressive, international energy retailer providing integrated electric, natural gas and renewable energy solutions

Progressive – Founded in 2011, XOOM is one of the largest and fastest growing energy retailers servicing hundreds of thousands of customers in the U.S.

Market Reach – Rapidly expanding to every deregulated energy market.

Executive Leadership – Over 100 years of high-growth experience in deregulated energy services.

Innovation – Extensive portfolio of competitive energy and green energy products and services not available from the local utility provider.

Strength – Partnered with the North American division of a global energy conglomerate for wholesale supply and credit support.



Headquartered in Huntersville, NC, USA

“Our focus is on our partners’ success as we strive to become the largest and the most respected retail energy provider in North America.”

- Tom Ulry, XOOM Energy CEO



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International Service Territories In The U.S., Canada,...



- ALBERTA**
- AltaGas
 - ATCO
 - City of Lethbridge
 - ENMAX
 - EPCOR
 - FortisAlberta
- ONTARIO**
- Alectra Utilities (formerly Horizon Utilities)
 - Alectra Utilities (formerly Enersource)
 - Alectra Utilities (formerly Powerstream)
 - Enbridge
 - Hydro One Networks, Inc.
 - Hydro Ottawa Ltd
 - London Hydro
 - Toronto Hydro-Electric Systems Ltd
 - Union Gas Ltd
 - Veridian Connections Inc.

- Electricity
● Natural Gas
● Carbon Free Natural Gas
● Renewable Energy

- CALIFORNIA**
- PG&E
 - San Diego Gas & Electric
 - SoCal Gas
- CONNECTICUT**
- Eversource Energy
 - United Illuminating
- DELAWARE**
- Delmarva Power
- DISTRICT OF COLUMBIA**
- Pepco
- GEORGIA**
- Atlanta Gas Light
- ILLINOIS**
- Ameren
 - ComEd
 - Nicor Gas
 - North Shore Gas
 - Peoples Gas
- INDIANA**
- NIPSCO
- KENTUCKY**
- Columbia Gas of Kentucky
- MAINE**
- Central Maine Power
 - Emera Maine

- MARYLAND**
- Baltimore Gas & Electric
 - Delmarva Power
 - Pepco
 - First Energy - Potomac Edison
 - Washington Gas & Light
- MASSACHUSETTS**
- Eversource Energy (formerly NSTAR & WMECO)
 - National Grid
- MICHIGAN**
- Michigan Consolidated Gas
 - Consumers Energy
- NEW HAMPSHIRE**
- Eversource Energy
- NEW JERSEY**
- Atlantic City Electric
 - JCP&L
 - PSE&G
 - Rockland Electric
 - South Jersey Gas
 - New Jersey Natural Gas
- NEW YORK**
- NYSEG
 - ConEdison
 - National Grid
 - Central Hudson
 - Orange & Rockland
 - Rochester Gas & Electric
 - National Fuel Gas Co

- OHIO**
- AEP
 - Columbia of Ohio
 - Dayton Power & Light Co.
 - Dominion East of Ohio
 - Duke Energy
 - First Energy - Ohio Edison
 - First Energy - The Illuminating Company
 - First Energy - Toledo Edison
 - Vectren Energy Delivery of Ohio
- PENNSYLVANIA**
- Columbia Gas of PA
 - Duquesne Light
 - Peoples Gas (formerly Equitable Gas)
 - First Energy - Met-Ed
 - First Energy - Penellec
 - First Energy - Penn Power
 - First Energy - W. Penn Power
 - National Fuel
 - PECO
 - Peoples Gas
 - PPL Electric
 - UGI Utilities - Electric
 - UGI Utilities - Gas
 - UGI Penn Natural Gas
 - UGI Central Penn Gas
- RHODE ISLAND**
- National Grid RI - Narragansett
- TEXAS**
- AEP - North
 - AEP - Central
 - CenterPoint
 - Oncor
 - Sharyland Utilities
 - Sharyland Utilities - McAllen
 - Texas - New Mexico Power
- VIRGINIA**
- Columbia Gas
 - Washington Gas

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...and in Japan!

Service Areas

Ibaraki
Tochigi
Gunma
Saitama
Chiba
Tokyo (excluding Islands)
Kanagawa
Yamanashi
Shizuoka (TEPCO Market only)
Fukui
Gifu
Mie
Shiga
Kyoto
Osaka
Hyogo
Nara
Wakayama



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The Energy Industry

- Know and understand the basics to market XOOM Energy to customers the right way
- Requires adherence to specific rules and regulations
- Provides products and services in practically every home!

Energy Industry Stats

- The Energy market is over **\$500 Billion**
- Customers have the right to **choose** their energy supplier
- Great opportunity
 - Everyone uses energy – **every day**
 - No cost to switch
 - No behavioral changes – in most markets, customers continue to receive their bill from the utility
 - XOOM Energy offers plans not available through the local utility



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Deregulation

- Freedom to choose your energy supplier
- Access to products and pricing not available by your utility
- Local utility still delivers the energy, reads your meter and maintains infrastructure
- Same quality service you have always received

Energy Markets

Regulated vs. Deregulated

Regulated Markets

- Customers are given one option to purchase their natural gas or electric power – the local utility
- Utilities pay whatever the wholesaler wants and just passes it along in its rate base to the customer

Energy Markets

Regulated vs. Deregulated

Deregulated Markets

- Open to competition
- Innovative service plans
- Customers have more options for controlling their energy costs

Benefits of Deregulation

Energy CHOICE!

- Customers have the ability to choose their energy supplier
- Access to a variety of plans
- Competitive rates

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What **CHANGES** upon a switch to XOOM Energy?

Billing –

- the customer will receive one bill statement directly from the local utility
- the bill statement will include XOOM Energy's Supply charges and the local utility's Delivery charges

What stays the **SAME** upon a switch to XOOM Energy?

- The customer's energy charges will continue to be based on the meter reads conducted by the local utility
- Delivery of the energy will be provided by the utility and their fees will appear on the customer's monthly bill

Product Offering

SureLock

- Fixed rate plan
- Residential customers
- Lock in today and know what you pay each month!

Benefits of a Fixed Rate product

Provides stability for the duration of term

- Protection from uncertainty that comes from the volatility of the energy market
- Peace of mind

Do not enroll any new customers whose utility bill reflects a past due balance .



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