

**Confirmed Unauthorized Enrollments  
January 2016 - December 2017**

State	Date	# of Confirmed Complaints	Remedy to Customer
IL	February, 2016	1	Account re-rated back to utility rate / customer refunded and ETF waived
IL	September, 2016	1	Account re-rated back to utility rate / customer refunded and ETF waived
IL	November, 2017	1	Account cancelled in rescission period and did not provision to XOOM Energy
IL	December, 2017	1	Account re-rated back to utility rate / customer refunded and ETF waived
MA	February, 2017	1	Account re-rated back to utility rate / customer refunded and ETF waived
		1	Account re-rated back to utility rate / customer refunded and ETF waived
MA	March, 2017	1	Account re-rated back to utility rate / customer refunded / block placed on account to ensure no future re-enrollment; ETF waived
MD	February, 2017	1	Electric account re-rated / customer saved with XOOM Energy; ETF waived Gas account did not provision to XOOM Energy; ETF waived
MD	December, 2017	1	Account did not provision to XOOM Energy
NH	April, 2017	1	Account cancelled in rescission period and did not provision to XOOM Energy
NH	May, 2017	1	Customer received full refund of supply charges; ETF waived
		1	Account did not provision to XOOM Energy
NH	June, 2017	1	Customer received full refund of supply charges; ETF waived
		1	Customer received full refund of supply charges; ETF waived
NY	January, 2016	1	Account re-rated back to utility rate / customer saved with XOOM Energy; ETF waived
NY	February, 2016	1	Account re-rated back to utility rate / customer saved with XOOM Energy; ETF waived

NY	August, 2016	1	Account re-rated back to utility rate / customer refunded and ETF waived
NY	November, 2016	1	Account re-rated back to utility rate / customer refunded and ETF waived
NY	December, 2016	1	Account cancelled in rescission period; block placed on account
NY	January, 2017	1	Account re-rated back to utility rate / customer refunded and ETF waived
NY	September, 2017	1	Account re-rated back to utility rate / customer refunded and ETF waived
		1	Account re-rated back to utility rate / customer refunded and ETF waived

OH	October, 2016	1	Account re-rated back to utility rate / customer saved with XOOM Energy; ETF waived
OH	February, 2017	1	Account re-rated back to utility rate / customer refunded and ETF waived
OH	August, 2017	1	Account re-rated back to utility rate / customer refunded and ETF waived

PA	February, 2016	1	Account re-rated back to utility rate / customer saved with XOOM Energy; ETF waived
PA	May, 2017	1	Account re-rated back to utility rate / customer refunded and ETF waived
PA	July, 2017	1	Account re-rated back to utility rate / customer saved with XOOM Energy; ETF waived
PA	August, 2017	1	Account re-rated back to utility rate / customer refunded and ETF waived
		1	Account re-rated back to utility rate / customer saved with XOOM Energy; ETF waived
PA	October, 2017	1	Account re-rated back to utility rate / customer refunded and ETF waived
		1	Account re-rated back to utility rate / customer refunded and ETF waived

**Total: 32**