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by XOOM energy

SPRING 2015



MESSAGE FROM THE CEO

Spring is on the way and with it brings the promise of sunny skies and warmer weather. As we transition into a new season we're excited to share with you the progress we've made in 2014 and the projects planned for the coming year.

Take a moment to visit us online and take advantage of the enhancements made to **xoomenergy.com**. You'll notice that our new layout has improved in both form and function, allowing you to efficiently access the information you need. Our customer portal, **myxoomenergy.com** was designed specifically with you in mind, and makes reviewing, renewing or updating your account easier than ever. You can also find links to past editions of The Wire and Industry News that will help keep you updated on energy-related hot topics.

In addition to our **new website**, we've embarked on other initiatives to ensure a positive and productive customer experience. In December of 2014, we launched **XOOM Xtras**; our interactive rewards program that awards you points and prizes for managing your account, engaging with us on social media and even playing games! You'll be pleased to hear that our Customer Care center is growing by the day and we continue to expand and train our team of "energy experts" to address your XOOM account questions. Finally, we are also in the midst of implementing a new billing system that will allow us to manage your account more effectively. By doing so, we'll be able to share with you information and opportunities on the products, plans and pricing available in your market.



We took the time this past year to solidify our corporate mission statement. In it, all of our XOOM Companies, commit to delivering excellent customer service and I'd like to think the improvements we've made will help us live up to this promise. As we move forward in 2015, know that you have our sincere appreciation for choosing XOOM Energy and that we'll continue to work hard each and every day to earn your business.

Tom Ulry
CEO, XOOM Energy

SAVE BIG, WIN BIG, AND GET REWARDED

You earned it – It's FREE. Register today for XOOM Xtras, XOOM Energy's online customer loyalty program.

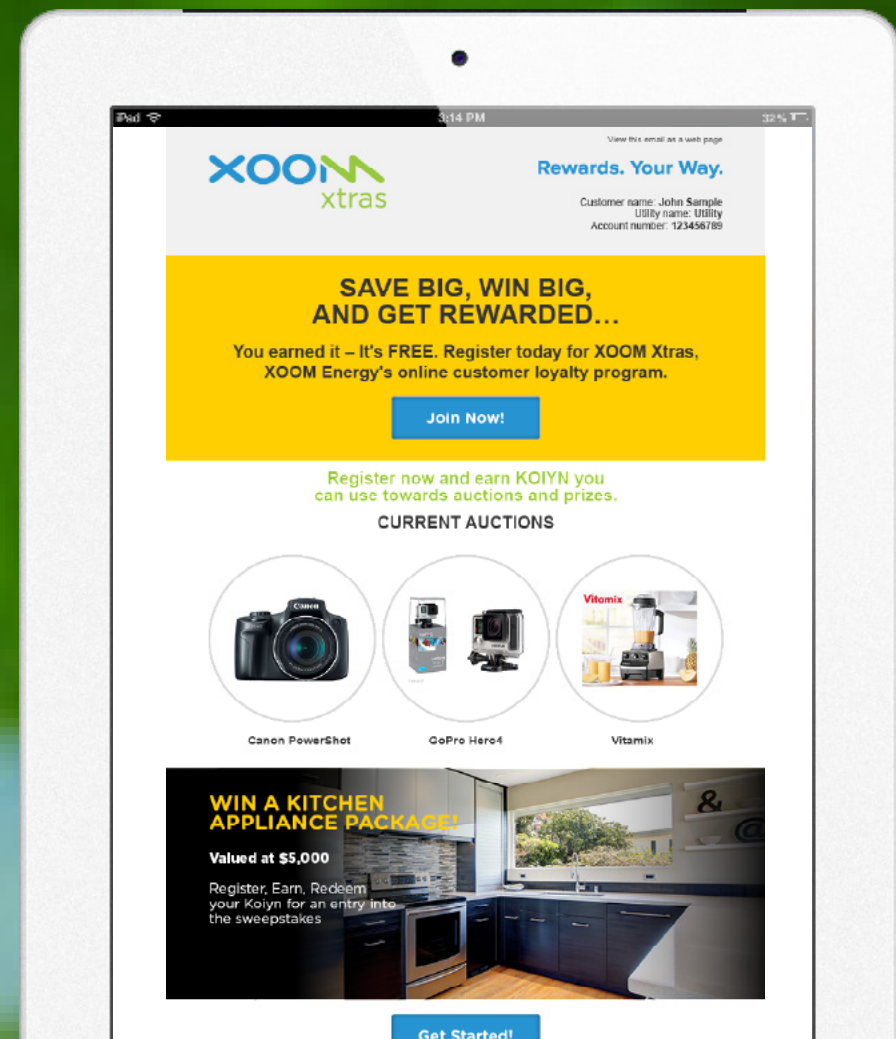
Enroll now to earn Koiyn (points) you can use to bid in auctions (iPads, Beats by Dr. Dre Headphones, laptops) or redeem for a chance to win the grand prize – a \$5,000 kitchen appliance package.

XOOM Xtras is fast, fun and free

It only takes a minute to register and once you do, you'll have access to valuable discounts from local and national retailers, from movie theaters and restaurants to hotels, theme parks and more! XOOM Xtras helps you save on a wide variety of purchases.

What are you waiting for - XOOM Xtras is available to all current customers. Don't miss out on another minute of rewards, visit us online at xoomxtras.com and get started today!

[Register Now!](#)



AUCTIONS

CURRENT AUCTIONS



**Samsung Galaxy 3
10.1" tablet**



**Dyson upright
vacuum**



**Samsung 40" 720p
LED HDTV**

You're ALREADY eligible to win, [sign in](#) and enter now!

CONGRATULATIONS TO OUR DECEMBER & JANUARY AUCTION WINNERS

| Auction Item | XOOM Xtra Member | Winning Bid |
|---|-------------------------|--------------------|
| HP Chromebook | Alexandru M - MD | 10,750 Koyn |
| Bose® - QuietComfort® 25 Acoustic Noise Cancelling Headphones | Christopher W - NY | 5,500 Koyn |
| iPad Air 2 | Alan F - PA | 5,700 Koyn |
| Keurig Elite Brewer | Juan S - TX | 1,600 Koyn |
| Beats By Dr. Dre Solo Headphones | Marie N - CA | 2,225 Koyn |

SEASONAL PREPAREDNESS

Spring into the swing of things with these helpful hints on how to prepare your home or business for warmer weather. Doing so will help you **manage energy usage** and utility bills.

XOOM ENERGY RECOMMENDS THE FOLLOWING:

- Schedule regular maintenance for your cooling equipment. Make sure the area surrounding your equipment is neatly landscaped and free of obstruction.
- Open blinds and curtains to take advantage of daylight as much as possible.
- Avoid placing lamps or TV sets near your thermostat; it senses heat from these appliances and may cause the air conditioner to run longer than necessary.
- Consider natural ventilation for your home in the evening. Turn off your cooling system before bedtime and open bedroom windows.
- Reduce the buildup of heat in your home (or business) by concentrating the use of large appliances (dish washers, washing machines, dryers) to the cooler, evening hours.

READY TO MAKE THE MOVE?

Customers on a variable rate plan can switch to a fixed rate plan at any time - click the button below to get started or go to myxoomenergy.com.



If you are a variable rate customer, now may be the time to consider whether a fixed rate plan would best meet your needs. A fixed rate plan guarantees pricing for the duration of your contract, protecting you from unexpected rate increases. [Click here](#) to review the products and plans available in your market.

Consumer Advisory Notice: Cold Weather Spikes Energy Usage

We'll help you minimize drastic fluctuations in your energy bill.

[Learn More](#)

MYTH VS. FACT

What you don't know about your energy could hurt you – take a look at these common misconceptions.

MYTH #1

Turning off your computer when it's not in use is the best way to save energy

It is a good way to save energy, but many devices and appliances, including your computer, continue to use power even when they're off. It's often called standby power, vampire power or energy leaks and is the power used even after a switch has been turned off. In a study done at the Lawrence Berkeley National Laboratory, researchers found that standby power may consume as much as 15 to 30 watts per appliance [source: California Energy Commission]. Totaled up, it's estimated that more than 5 percent of your power bill may be attributed to appliances in standby mode. Contributors include any device that relies on standby power, such as televisions, air conditioners, computers, cell-phone chargers and any appliance that maintains (and displays) a clock. (howstuffworks.com)

MYTH #2

Energy Conservation and Energy Efficiency Are the Same

They may sound similar but, in fact, they're two different things. Energy conservation is any activity that reduced the consumption of energy, like unplugging your computer instead of just turning off the power. Energy efficiency is technology that requires less energy to carry out the same task. An example of an energy efficient product is Compact Fluorescent Light bulbs (CFLs) that perform the same task as standard incandescent bulbs but use one-quarter of the energy and last longer [source: International Herald Tribune]. (howstuffworks.com)

<http://science.howstuffworks.com/environmental/green-science/5-green-myths.htm#page=4>
<http://www.homeenergy.org/newsite2011/public/index.php/show/article/nav/consumerinformation/id/1703>

DID YOU KNOW?

Renewing with XOOM Energy is simple!

When it's time to renew your energy contract with XOOM Energy, we'll send you a notice.

Budget Billing may allow you to level out energy costs so that you pay nearly the same amount every month

Visit our online FAQ section to find out if budget billing is available in your area.

You can contact us online to submit a question or concern about your account

Simply fill out and submit our easy to use form and a Customer Care agent will review your account and respond with the information you requested.

THANKS FOR PLUGGING INTO THE WIRE

MYXOOMENERGY.COM

FIND EVERYTHING YOU NEED • 24/7

- Update your account information
- Renew your contract
- Manage your account
- On a variable plan? Switch to a fixed rate plan!

XOOM ENERGY CUSTOMER CARE

myxoomenergy.com
customercare@xoomenergy.com
888-997-8979 | 8am - 9pm | Monday - Friday

MOVING?

Let us help - contact XOOM Customer Care at least two weeks prior to your move date and if we offer service at your new location, we'll make the transfer for you. If we're unable to successfully make the transfer to your new service address, we'll cancel your service without penalty.

FEELING SOCIAL?

Like (or love) us online @

 Facebook

 Twitter

 Instagram

 Pinterest

HOT LINKS

[My Account](#)
[Pay My Bill](#)
[Contact Us](#)
[Gear Store](#)
[XOOM Xtras](#)

WE WISH YOU A BRIGHT
AND SUNNY SPRING.

