

Customer Rights & Responsibilities



XOOM Energy Washington, D.C., LLC (“XOOM”)

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This information is provided in accordance with the District of Columbia Public Service Commission (DC PSC) Consumer Bill of Rights. This publication is also available in Spanish upon request by calling 1.888.997.8979. Esta publicación está disponible también disponible en Español en caso de ser requerida a través del 1.888.997.8979.

Billing Procedures and Estimation Standards

You will receive a single bill for both your electricity and the delivery of such electricity from your utility distribution company, Pepco. Payment is due by the date set forth on the invoice. If accepted as a customer, Bills not paid by their due date are subject to a late payment fee at the greater of the rate of 1.5%, or the maximum permitted by law, based on your total outstanding balance per month. The rules of Pepco’s tariff filed with the DC PSC will apply to billing and collection of monies owed.

See Pepco’s Customer Rights and Responsibilities Pamphlet for its payment terms and estimation standards.

Meter Testing

You have the right to have your meter tested free of charge by Pepco once every 12 months, as well as a referee meter test. Please see Pepco’s Customer Rights and Responsibilities pamphlet for further details.

Consumer Payment Standards and Procedures

You must make payment directly to, and to the order of, Pepco for both utility transportation charges and XOOM’s energy supply charges.

Security Deposits

XOOM does not require security deposits.

Disconnection and Reconnection of Service

XOOM does not have the authority to disconnect service. Pepco is responsible for disconnection and reconnection of service. Please see Pepco’s Customer Rights and Responsibilities pamphlet for its procedures regarding disconnection and reconnection policies.

Deferred Payment Options

XOOM does not currently offer a Deferred Payment Arrangement.

Inquiry, Service and Complaint Procedures

If you have a question about your XOOM charges or service you may contact XOOM directly by calling 1-888-997-8979 during our service hours which are posted at www.xoomenergy.com; by sending a letter to: XOOM Energy Washington D.C., LLC, 11208 Statesville Road, Huntersville, North Carolina 28078 or by sending an email to customercare@xoomenergy.com. For questions about your LDC’s bill or charges, please contact your LDC directly. XOOM will refer all complaints to a representative who will use reasonable efforts in good faith to reach a mutually satisfactory solution.

DC PSC Consumer Complaint Resolution Procedures

If a resolution cannot be reached with your LDC or with XOOM, you may contact the DC PSC or the Office of the People’s Counsel. The DC PSC can be reached at (202) 626-5100 or www.dcpsc.org. The Office of the People’s Counsel can be reached at (202) 727-3071 or www.opc-dc.gov. You must continue to pay all undisputed amounts and such payment shall be refunded later if warranted by the PSC’s decision.

Customer Access to Information

You have the right to access certain information relating to your electricity service, some of which may be in XOOM’s possession. Upon request, XOOM will make such information in its possession available to you during normal business hours.

Contact Us

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If you have any questions regarding this notice, please contact us at 888.997.8979.



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