

FALL 2015

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by XOOIN energy

MESSAGE FROM THE CEO



It's hard to believe that summer is coming to an end, and as temperatures start to cool in many parts of the country, we are reminded that the hot summer days are behind us. As we approach the end of 2015, XOOM is actively working to offer our customers even more options in energy service.

XOOM Energy is also happy to announce the beginning of a customer alliance program - HomeServe USA®, an independent provider of home repair plans, designed to protect XOOM customers from costly energy-related repairs that standard homeowners' insurance might not cover. In the event that unexpected repairs are needed to your electrical or gas service lines, XOOM customers enrolled in this program can avoid the cost of parts and labor to bring everything back to normal.

This year we announced our new XOOM Solar product. Currently, customers in California, Connecticut, Massachusetts and New York are able to harness the power of the sun and GO SOLAR. With the first success of this product, XOOM Solar is now expanding into new areas - including Arizona, New Jersey and Oregon. Customers in these states can take advantage of the savings and environmentally friendly benefits of going solar.

As always, we want our customers to have the best customer experience possible. In order to help make this happen, we have included ways to make managing your energy account simple and seamless. In this edition you'll find how to renew your contract with XOOM, making sure you continue to receive the same great service. Plus, for customers who want to make sure they're on the right plan, included are benefits of both variable and fixed rate plans, and how to switch your plan!

At XOOM, we know you have many choices when it comes to your energy provider. 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

A BIG THANKS!

Thanks for helping us become America's Fastest Growing Private Energy Company



Wednesday, August 12, 2015 was a tremendous day for XOOM Energy! Inc. Magazine ranked XOOM No. 13 on its 34th annual Inc. 500 list of America's fastest-growing private companies. Who says #13 is unlucky? Not us! Not only that, XOOM Energy ranks No. 1 in its industry segment of Energy, and ranks No. 1 out of the companies headquartered in North Carolina.

This recognition is a true testament of the dedication and hard work of our employees and our partners. Though more importantly we need to point out that our success and this consequent award was possible largely due to you, our loyal customers! We are filled with immense pride for what we have achieved and even greater gratitude for your steadfast support which has helped get us here.

XOOM Energy's successes, rooted in our continuous determination for service excellence, are in no small way a direct result of the overwhelming support we have received from our valued customers.

For the constant unwavering support of both our long-time customers, and those who recently joined our client base, we would like to take this opportunity to thank you. Without you we would not be where we are today!

[View XOOM's profile](#)

MONTHLY REPAIR PLANS

That Protect Your Service Equipment



ELECTRICAL & GAS LINE REPAIR PLANS

**What if you could protect not only your energy rate,
but the service equipment you use to power your home?**

Benefits of HomeServe USA:

- Over 2 million home-owners covered
- \$0 Deductible
- One-year guarantee on all covered repairs
- 30-day money back guarantee

Available in DE, IL, IN, KY, ME, MA, MI, NH, NJ, NY, RI and District of Columbia

[View Plans](#)

Through a partnership which offers home service repair plans, XOOM can now help our customers avoid expenses for emergency maintenance to the electrical and natural gas service lines connecting their homes to their regional power grid. Repairs to these lines on your property typically aren't covered by most basic homeowner's insurance and you could be stuck with an expensive repair bill. With a reliable and affordable repair plan from HomeServe®, you can get protection from the high cost of repairs. There's never a deductible and you can have peace of mind with a 24/7 repair hotline.



WINTER TIPS



With the warmth of summer fading day by day, cool mornings and evenings greeting us each day, we know that winter is just a few months away.

Whether you're hoping to ease your impact or just want to save a few dollars, reducing your energy use can help to make your home heating more efficient. As your partner in energy, we've provided some helpful tips you can take to not only make sure your home stays warm, but also to help cut down on heating costs.

Type	Tip
TAKE ADVANTAGE OF HEAT FROM THE SUN	Open curtains on your south-facing windows during the day to allow sunlight to naturally heat your home, and close them at night to reduce the chill you may feel from cold windows.
COVER DRAFTY WINDOWS	<ul style="list-style-type: none"> Use a heavy-duty, clear plastic sheet on a frame or tape clear plastic film to the inside of your window frames during the cold winter months. Make sure the plastic is sealed tightly to the frame to help reduce infiltration. Install tight-fitting, insulating drapes or shades on windows that feel drafty after weatherizing. Find out about other window treatments and coverings that can improve energy efficiency.
ADJUST THE TEMPERATURE	<ul style="list-style-type: none"> When you are home and awake, set your thermostat as low as is comfortable. When you are asleep or out of the house, turn your thermostat back 10° to 15° for eight hours and save around 10% a year on your heating and cooling bills. A programmable thermostat can make it easy to set back your temperature.
FIND AND SEAL LEAKS	<ul style="list-style-type: none"> Seal the air leaks around utility cut-throughs for pipes, gaps around chimneys and recessed lights in insulated ceilings, and unfinished spaces behind cupboards and closets. Add caulk or weather stripping to seal air leaks around leaky doors and windows.
MAINTAIN YOUR HEATING SYSTEMS	<ul style="list-style-type: none"> Furnaces: Replace your furnace filter once a month or as needed. Wood- and Pellet-Burning Heaters: Clean the flue vent regularly and clean the inside of the appliance with a wire brush periodically to ensure that your home is heated efficiently.
REDUCE HEAT LOSS FROM THE FIREPLACE	<ul style="list-style-type: none"> Keep your fireplace damper closed unless a fire is burning. Keeping the damper open is like keeping a window wide open during the winter; it allows warm air to go right up the chimney. When you use the fireplace, reduce heat loss by opening dampers in the bottom of the firebox (if provided) or open the nearest window slightly approximately 1 inch and close doors leading into the room. Lower the thermostat setting to between 50° and 55°F. If you never use your fireplace, plug and seal the chimney flue. If you do use the fireplace, install tempered glass doors and a heat-air exchange system that blows warmed air back into the room. Check the seal on the fireplace flue damper and make it as snug as possible. Purchase grates made of C-shaped metal tubes to draw cool room air into the fireplace and circulate warm air back into the room. Add caulking around the fireplace hearth.
LOWER YOUR WATER HEATING COSTS	Water heating accounts for about 18% of the energy consumed in your home. Turn down the temperature of your water heater to the warm setting (120°F). You'll not only save energy, you'll avoid scalding your hands.
LOWER YOUR HOLIDAY LIGHTING COSTS	Use light-emitting diode or "LED" holiday light strings to reduce the cost of decorating your home for the winter holidays.



DISCOUNTS, PRIZES & MORE

As a XOOM Energy customer, you are able to enroll in XOOM Xtras for FREE!

Are you a member of XOOM Xtras?
If not, you're missing out on discounts, deals and great prizes!

[Register in One Click](#)

XOOM XTRAS REWARD LOYALTY PROGRAM JUST GOT EVEN BETTER

Want to go to the movies or have dinner out? Need tires for the car, or maybe an oil change? Planning a vacation? XOOM Xtras offers discounts, deals and so much more!

How to **EARN** Koilyn (points)

- ✓ Pay your bill on time? Earn Koilyn!
- ✓ Sign up for Auto Bill Pay? Earn More Koilyn!
- ✓ Each month you're a XOOM Energy customer - Earn even more Koilyn!
- ✓ Renew your services with XOOM - Earn more Koilyn!
- ✓ Submit a testimonial about your XOOM Energy or XOOM Xtras experience - Earn Koilyn!
- ✓ Play fun games like Spin the Wheel and Concentration - Earn Koilyn!

How to **SPEND** your Koilyn (points)

Hold on, the fun doesn't stop there! Spending your Koilyn on prizes is just as exciting! Each month we select fun prizes for you to bid on - including iPads, grills, TV's, gift cards and much more. We gave one lucky customer a kitchen makeover valued at \$5,000! You could be next. All you have to do is enroll in the program and start participating!

What are you waiting for?

XOOM Xtras is available to all current customers. Don't miss out, we have given away a \$2,500 vacation package and over \$9,000 in auction prizes, visit us online at xoomxtras.com and start earning your Koilyn (points) today!

THIS QUARTER'S
SWEEPSTAKES* IS:

A \$5,000 SHOPPING SPREE

Enter Now!

*Complete Terms

250 Koilyn per entry

CONGRATULATIONS TO OUR Q3 SWEEPSTAKES WINNER!

Prize: \$5,000 Vacation Package

Sweepstakes winner was: Paul P., Dedham, MA

“ Thank you XOON Energy, I can't believe I won the grand prize, I only had one entry! I thought the winning email was spam and I almost deleted it. I plan on using my winnings to help pay for some of my sisters medical bills, she has cancer and her treatments and med's are very expensive. Thanks again XOON! ”

THE LATEST AUCTION ITEMS ARE:

Bid Now!



Trek® Shift 2



Beats® Powerbeats
Headphone



iRobot® Roomba 880



Garmin® VIVOSMART



Sharp® 60" LED Smart TV



Free Energy
for the Month



AUCTIONS

Congratulations to our Q3 auction winners!

Auction Item	XOOM Xtra Member	Month	Winning Bid
Whirlpool® Cabrio® Platinum Washer & Dryer	Alexandru M.	August	139,200
\$500 PREPAID VISA® REWARDS CARD	Raul H.	August	103,535
Maytag® 25 cu. ft. 3-Door French Door Refrigerator	Olena N.	August	95,000
Microsoft Surface Pro 3	Joshua D.	August	81,674
1 Dell Inspiron 11 300 Series	Mark B.	August	75,000
Apple iPad mini 3 Wi-Fi 16GB - Silver	Eric M.	July	100,000
Apple Watch Sport	Christopher W.	July	79,000
Canon PIXMA MX922 Wireless Inkjet Office All-In-One Printer	Sunita I.	July	25,000
J.A. Henckels Forged Premio 13 pc Block Set	Sunita I.	July	25,000
Coleman Camping Bundle	Gabriel M.	July	10,020
KitchenAid® 12-Cup Programmable Coffee Maker with Thermal Carafe Onyx Black	Ursula A.	July	10,000
Keurig K350 Brewing System	Raul H.	June	25,000
Powerbeats 2 Wireless In-Ear Headphone	Yuhsin K.	June	20,935
1.0 Maui Jim® Stingray Sunglasses - Tortoise/HCL Bronze	Shona W.	June	15,540
Canon PowerShot SX610 HS	Yuhsin K.	June	14,600
Coleman Bundle Stadium Tailgating Package	Joshua D.	June	14,001
\$500 PREPAID VISA® REWARDS CARD	Christopher W.	May	50,000
\$250 PREPAID VISA® REWARDS CARD	Peter D.	May	37,400
Garmin Vivosmart Fitness Bracelet with Heart Rate Monitor- Black - Large	Michael W.	May	17,000
Weber® Smokey Mountain Cooker™ Smoker 14.5"	Olena N.	May	15,000
Cuisinart Combo - 6.4 Quart Programmable Slow Cooker & Frozen Yogurt, Ice Cream & Sorbet Maker	Lisa M.	May	7,600

You're already eligible to save, sign in now!

Give XOOM Xtras a try! Take advantage of these local coupons & discounts.

SAVE UP TO 13% ON SPORTING GOODS

at Golfsmith, Dicks Sporting Goods, Sports Authority, and Finish Line gift cards

Shop Gift Cards Now



SAVE 15% ON NEARLY ALL VEHICLE NEEDS

Follow link and enter **88690892** under "Code Number" 15% on nearly all vehicle needs. With over 2,300 participating Firestone Complete Auto Care, TiresPlus, ExpertTire and Wheel Works locations

Save Now



Get these discounts and more anytime! Register for XOOM Xtras!

Register Now!

STAYING A XOOM ENERGY CUSTOMER HAS NEVER BEEN EASIER!

As a XOOM Energy customer, we want to make your experience simple and seamless – giving you less to worry about and more time to focus on the things that matter.

CUSTOMERS ON A TERM PLAN

How to Renew your contract

Our goal is to work hard every day to keep you as a XOOM customer. For our customers on a term product, XOOM makes it easy for you to stay with us. We'll notify you via email before your contract expires, letting you know it's time to choose another great plan offered by XOOM.

The contract expiration notice email will contain a website link where you can view the variety of plans available in your area. Review the products and pricing and choose the plan that best fits your needs and budget – it's that simple!

Why renew?

By continuing to stay a XOOM Energy customer, you will receive the same friendly, quality service you have experienced throughout your current contract, plus gain exclusive access to the many great value-added services offered through XOOM.

- **XOOM Energy Blog**
Latest news and events from XOOM
- **XOOM Xtras**
Online loyalty program offering discounts, coupons, and prizes!
- **The Wire**
Electronic newsletter

If you do not receive your contract expiration notice, please contact XOOM Customer Care at your earliest convenience - 888.997.8979.

MONTH-TO-MONTH CUSTOMERS

Ready to lock in your rate?

Shop XOOM Fixed Rate Plans
Fixed vs Variable

STAY INFORMED WITH ENERGY UPDATES

blog.XOOMenergy.com

Stay up-to-date on the latest news and events from XOOM, as well as what's going on in the energy industry with XOOM's Blog.



How solar energy benefits your family, your neighborhood and the whole world

<http://xoomsolar.com/en/solar-basics/why-go-solar>



Sunny money:
The many ways to finance a solar energy system

<http://xoomsolar.com/en/solar-basics/financing>



Why homeowners should rethink their stance on peak demand

<http://blog.xoomenergy.com/energy-savers/why-homeowners-should-rethink-their-stance-on-peak-demand>



Looking for lumens:
Tips for improving light bulb efficiency

<http://blog.xoomenergy.com/energy-savers/looking-for-lumens-tips-for-improving-light-bulb-efficiency>

XOOM XTRAS...EVERYONE'S TALKING

Tai V.
CA
7/2/2015

I would surely recommend my friends and family!!

Lisa M.
NJ
7/3/2015

EXCELLENT PROGRAM XOOM IS RUNNING. HAVING FUN WINNING PRIZES.

Laura K.
CT
7/6/2015

Xoom has made our experience an amazing one, lower bill, extras, discounts at movies we frequent, even Xtras where we can win raffles and prizes as well as auctions

Michael Q.
MD
7/7/2015

Not only reducing my energy bills with Xoom Energy but winning awesome prizes with XoomXtras; good service and even a better loyalty program.

Leonor R.
TX
7/7/2015

I have been a Xoom customer for a year and have now recently taken the time to enroll in XoomXtras. This is really an amazing program!! Keep up the good work!!

Okon B.
NJ.
7/7/2015

It's fun to know that I can save on my electricity bill and also earn Koiyn towards awesome prices. Way to go!!!!!!

IRENE H.
TX
7/7/2015

Xoom Extras give customers the opportunities to win prizes as well as earn koyns to redeem for items.

Joshua D.
TX
7/8/2015

Xoom xtras is great the games are fun and exciting just trying to beat my previous score so I can have enough to Win when I bid at the auctions.

Gabriel M.
TX
7/15/2015

I love playing XOOM Extras!!!

Cuc H.
TX
7/21/2015

very good savings and great prizes fun to play with XOOM Xtras. very unique program and so far I think is the best!

David A.
OH
8/11/2015

Xoom Energy - save money
Xoom Xtras - Win Money
Any questions???

The views and opinions expressed in the testimonials above are those of specific XOOM Energy customers and do not necessarily reflect all customers' experiences.

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

[Contact Us](#) [Click Here](#)

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.

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