

SUMMER 2015

# the WIRE

by XOOIN energy

# MESSAGE FROM THE CEO

Summertime is finally upon us. Time to break out the sunscreen and a refreshing glass of lemonade. Think of it as a celebration for surviving yet another grueling winter.



As customers flip the switches on their air conditioners, demand for energy will increase and supply may decrease during the hot weather. The amount of either supply or demand can drastically affect the price of the energy powering your home or business which can increase your energy bills.

This summer, XOOM Energy wants to remind its customers of the ways they can maintain rate continuity, even during a season infamously known for its high energy prices. Starting a fixed energy plan today will lock you into a single rate all summer long that won't change no matter what happens to the energy market. Additionally, you can also enjoy variable energy plans with no long term commitment. With a variable rate, your energy rates will cycle along with energy costs, and if the cost of energy goes down, so will your monthly rate.

In April, XOOM Energy announced the launch of a new product with the introduction of XOOM Solar. This solar power product connects our customers to the technology necessary to harness the sun to power their homes. Customers in California, Connecticut, Massachusetts and New York can now create a Solar Profile at [xoomsolar.com](http://xoomsolar.com) and receive a personal consultation from one of our Solar Guides. Visit [xoomsolar.com](http://xoomsolar.com) to see if your home or business qualifies for its own solar installation.

We want to make sure you get the kind of carefree summer you deserve this year by putting your satisfaction first. Thank you for being part of the XOOM Energy family and for your continued support. Now, get outside and enjoy the weather!

Tom Ulry  
CEO, XOOM Energy



# NEW! JOIN THE RENEWABLE REVOLUTION - GO SOLAR!



XOOM Energy is proud to announce the arrival of our newest product: XOOM Solar! Join the solar revolution by connecting your home to clean, affordable solar energy.

XOOM Solar will help customers through every step of the process. We'll walk you through selecting and financing your home solar system, as well as work to customize a solar energy plan that fits your budget and helps you recognize potential savings overtime.

Check to see if your home has the potential to get the most out of solar energy with just the click of a button. Head on over to **[www.xoomsolar.com](http://www.xoomsolar.com)** and type in your address to see if solar works for you and your family. XOOM Energy customers can even request a personal consultation with a solar guide to answer any questions they may have.

Service available in CA, CT, MA and NY

Solar power is evolving as a rising star in the energy sector. According to the Solar Energy Industries Association, in 2014, a Solar system was installed every 2.5 minutes – forecasted to increase to an installation every one minute by end of 2015. XOOM Solar wants to help our customers save money and the environment, so sign up today and discover all that sustainable energy has to offer.

A yellow rectangular button with the text "GO SOLAR" in black, positioned over a graphic of a sun and solar panels.

GO SOLAR



## AS A LOYAL XOOM ENERGY CUSTOMER, YOU HAVE EXCLUSIVE ACCESS TO **DISCOUNTS, PRIZES & MORE**

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

**Register Now!**

### **AS A XOOM ENERGY CUSTOMER, YOU ARE ABLE TO ENROLL IN XOOM XTRAS FOR FREE!**

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!

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!

There's even more! This summer, enter our photo competition for a chance to win a \$200 Visa® gift card. Submit a photograph! XOOM Xtras members will vote for their favorite!



Don't miss out on our FREE and EXCITING loyalty program that rewards you just for being part of the XOOM Energy Family!





## JUNE'S AUCTION ITEMS ARE:

**Bid Now!**



**Beats Headphones**  
Value: \$199.00



**Coleman Bundle**  
Value: \$198.99



**Keurig Brewing System**  
Value: \$149.99



**Maui Jim® Sunglasses**  
Value: \$229.00



**Canon PowerShot**  
Value: \$349.99

## CONGRATULATIONS TO OUR Q1 AUCTION WINNERS!

Auction Item	XOOM Xtra Member	Month	Winning Bid
Canon Camera	Kevin B, NY	February	10,500
GoPro Hero4 Silver	Christopher W, NY	February	9,230
Vitamix	Yushin K, PA	February	9,050
Dyson DC65 upright vacuum	Sunita I, NY	March	15,000
Samsung 40 In TV	Marie N, CA	March	8,100
Samsung Galaxy Tablet	Marie N, CA	March	10,190
\$250 PREPAID VISA ® REWARDS CARD	Yushin K, PA	April	18,100
\$500 PREPAID VISA ® REWARDS CARD	Francesco M, PA	April	23,000
Garmin's Forerunner 110 Grey/Pink	Meiwen N, TX	April	6,000
Weber Smokey Mountain Smoker	Mark B, PA	April	5,000
Wine Enthusiast Silent 18 Bottle Dual Zone Wine Refrigerator	Alexandru M, MD	April	9,075



# SWEEPSTAKES

YOU'RE ALREADY ELIGIBLE TO WIN, SIGN IN AND ENTER NOW!

THIS QUARTER'S SWEEPSTAKES\* PRIZE IS:

A \$5,000  
VACATION PACKAGE

Enter Now!

200 Koilyn per entry



## CONGRATULATIONS TO OUR Q1 SWEEPSTAKES WINNER!

**Prize:** \$5,000 Kitchen Appliance Package  
Sweepstakes winner was: Dana C. - CA

“ I am so excited (and can hardly believe) that I am the first “XOOM Xtras Sweepstakes” winner. The sweepstakes prize literally could not have come at a better time, as my refrigerator actually just broke down last week. I cannot wait to get started on upgrading my kitchen! Thank you XOOM Energy! You have no idea what a blessing this is to my family and myself. ”

\*Complete Terms





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



Get these discounts and more anytime you want by registering for XOOM Xtras!

**Register Now!**

# TIPS TO KEEP YOUR AIR CONDITIONERS WORKING AT OPTIMAL EFFICIENCY

As the temperature slowly creeps up and the days get longer, people will begin taking their air conditioners out of retirement and switching their HVAC systems over to the “cool” setting officially for the foreseeable future.

However, this time of year comes with its extreme highs - not just weather-wise, but in terms of peak demand. But what else are warm energy customers supposed to do? Stand by an open window and hope for a relaxing breeze to waft by?

Knowing how to properly clean and care for your cooling appliances will not only help them last longer, but keep them running at prime efficiency.

***“A clean filter can improve air conditioner energy consumption by 5 to 15 percent.”***

Nothing is cooler than a clean AC unit.

## VENTILATION

For a central air conditioner to function properly, it needs ductwork that extends the length of the house and eventually connects with the outside. After all, where else would the air it conditions come from?

However, air isn't the only thing these sensitive systems have to contend with. Leaves, cobwebs, dust - whenever your air conditioner sucks up any of these bits of the Great Outdoors, they wind up in the filter. Depending on the model of your HVAC appliance, these filters can be replaced or reused. A clean filter can improve the consumption of your air conditioner by 5 to 15 percent, according to the U.S. Department of Energy.

The same holds true for window units, only to a lesser degree. Any obstructions to its intake will kick the machine into overdrive while providing less cool air. Don't fall victim to this lose-lose situation.

## COILS

Essentially, the filters in these machines protect the coils therein. The longer a coil stays clean, the longer it retains its efficient consumption levels. Unfortunately, according to EnergyExperts.org, outdoor units have no filter protecting the coils, just the vents. If you begin to notice debris collecting on or around your outdoor central air unit, clear it out to the best of your ability.

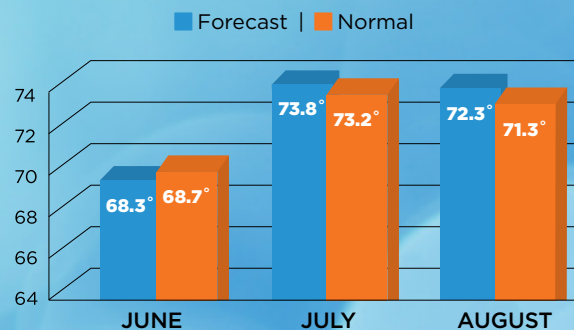
For indoor units, if you notice any of the coil fins bent in a way that would obstruct airflow, try to safely return them to their proper shape.

## DRAINAGE

According to the DOE, a clogged condensate drain is **one of the most common issues with fussy air conditioners**, especially when the humidity rises. A clog could do serious damage to your unit. Moreover, unlevelled window units could force a drainage issue, so be sure to double check how even your machine sits in the window and make the necessary adjustments. Every little degree counts!

**With summer temperatures predicted to be higher than normal, keeping your air conditioner working efficiently is key to staying cool this summer.**

## SUMMER FORECAST





# STAY INFORMED WITH ENERGY UPDATES

[blog.XOOMenergy.com](http://blog.XOOMenergy.com)

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



Updates on the latest community partnerships, charity events and community initiatives.

<http://blog.xoomenergy.com/category/community-initiatives>



Unique ideas for your business energy usage and how to stretch every dollar in your business budget.

<http://blog.xoomenergy.com/category/commercial>



Creative ways to plan for and save on your home energy usage. Better ways to beat that high summer bill.

<http://blog.xoomenergy.com/category/energy-savers>



Latest news from every state we serve that may affect the cost of your energy for home and business.

<http://blog.xoomenergy.com/category/industry-news>

# EVERYONE'S TALKING

**Michael W, 1/25/2015, NY**

With so many choices out there, XOOM Energy is the easy and simple choice, competitive rates, a reward program, no gimmicks, no surprises, just an honest company with the highest integrity out there.

**Nicholas S, 1/25/2015, NY**

Thanks to my friends at XOOM, my energy bills have been reduced significantly. The outstanding customer service and automatic bill pay make doing business with them a breeze!

**Ernestina R, 2/2/2015, TX**

XOOM Energy has saved me tons of money a month on my electricity bill. I am so glad I switched over. I would definitely recommend XOOM to anyone. Great service!!!

**David K, 2/11/2015, NY**

XOOM Energy allowed us to reduce our bills, get some flexibility each month and help out our friend with his business. I would make the choice all over again.

**Eric M, 2/11/2015, NY**

Enrolling in XOOM Energy was a great change. I'll admit that I was hesitant at first because I feared change. Hindsight is always 20/20. Now with reduced energy bills and the XOOM Xtras loyalty program hands down I made the right choice to enroll with XOOM Energy. XOOM offers a fantastic opportunity for people to save money!

**Gloria P, 3/3/2015, TX**

XOOM Energy has changed the way I live. As a single parent paying my electric bill was always stressful with other companies. Because I am now able to afford electricity in Texas my family and I live more comfortable and peaceful knowing we can afford our electric bill. Thank you XOOM for caring about the community.

**Mark, 3/26/2015, PA**

Thanks to XOOM, my energy bills are lower than ever and the XOOM Xtras is lots of fun! Can't wait to earn enough Koyn to bid in the auctions :)

**Eric M, 4/8/2015, NY**

Now that I have enrolled with XOOM I wonder why it took me so long to embrace the change in the first place. Better energy bills and better customer service!

**Olena N, 4/17/2015, CA**

The "XOOM" online service enrollment is very simple and convenient to use. I just registered with "XOOM Xtras" and it is fun and offers good deals.

**Paula H, 4/21/2015, CA**

I am relatively new to this site but so far I really like it. The games are fast & fun while you earn points and there are money saving coupons & deals!

**Margarita M, 4/24/2015, TX**

Before XOOM I had great rates and never thought my rates could get better but they did! I have never had such a consistently low electric bill! Thank you XOOM Energy! I will keep telling all my friends.

**Sherri S, 4/30/2015, TX**

I love love XOOM Energy!! I have been using XOOM for 2 year now and not one complaint!! Auto bill pay, so I don't have to worry about being late and levelized billing is awesome. Small adjustments, no huge bill swings! All equals peace of mind!! And, wow! My 12th bill after renewing on a fixed 24 mo plan was a penny!!! Never saw that with any other company before!! Thanks XOOM!!

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](http://myxoomenergy.com)  
[customercare@xoomenergy.com](mailto: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 @



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Twitter



Instagram



Pinterest



Blog

## HOT LINKS

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