

ON AIR
by XOOM

MESSAGE FROM THE CEO

Welcome to *TheWIRE* – XOOM Energy’s quarterly newsletter dedicated to sharing information and facts designed to assist our customers with being efficient energy users. As your energy supplier, our mission is to keep you informed of your choices and help you navigate the events impacting your energy usage.



No other event in recent history has had a more direct impact on our customers’ energy usage than the Polar Vortex of last winter. I have been in the energy retail business for 25+ years, and I do not recall an event similar to the winter of 2013-2014. Because of this, XOOM has been busy preparing for the upcoming winter weather.

The prolonged extreme cold weather stressed our country’s energy infrastructure unlike anything we have seen. Most consumers do not realize that natural gas has to be injected into storage fields during the summer and withdrawn in the winter in order to meet winter demands. In most areas of the country, delivery capabilities are simply not adequate to deliver 100 percent of demand in a given day. As your energy supplier, we use a combination of deliveries and storage withdrawals to ensure your needs are met. Last winter’s extreme cold forced the withdrawal of natural gas from storage at an accelerated rate, depleting storage levels to historic lows. These low storage supplies had a profound impact on wholesale cost in large regions of the country and lead to a great deal of volatility not seen since 2008. Also contributing to this volatility is the fact that most new electric generation in the northeast is powered by natural gas. Unfortunately, the natural gas transmission pipeline capacity in this part of our country was designed to deliver natural gas to residential and commercial users – not power generators.

This new demand for natural gas, combined with transmission constraints, lead to real imbalances in supply and demand, which directly lead to cost spikes. Plus, because of the prolonged cold weather, homes and businesses used considerably more energy last year winter that what they normally use in a typical winter. Needless to say, last winter will not be forgotten anytime soon.

Ultimately, what matters most to you is how all of this affects you and your monthly energy bill. So as we prepare our house for winter, we encourage you to do the same. This edition of *TheWIRE* offers practical tips and information to assist in managing your winter energy bill.

Here at XOOM Energy, we understand you have options when choosing your energy provider, and we would like you to know that we truly value your business.

Tom Ulry
CEO, XOOM Energy

SEASONAL PREPAREDNESS

With cooler climate on the way, now is the time to prepare homes and businesses for falling temperatures.

Doing so will help you **manage energy usage** and minimize drastic increases in utility bills.

XOOM ENERGY RECOMMENDS THE FOLLOWING:

- **Remove snow & ice** from gas meters
- **Set thermostats** as low as appropriate to maintain health and comfort
- Limit use of **natural gas appliances**, especially during early morning hours
- **Set water heater** temperature to 120 degrees
- Make sure doors have **weather stripping** and door sweeps
- Install indoor **window insulation** kits on leaky windows
- **Seal** off unheated, unused rooms
- Open **south-facing curtains and blinds** during the day, and close them at night

In addition to conserving resources, variable rate customers should consider the benefits of switching to a fixed rate plan. Your fixed rate will not change during the life of your contract. You are protected against unexpected and costly price increases, giving you greater control over the cost of your energy. Although a variable rate may help you realize the lowest possible cost in the market, it also exposes you to possible price increases, and, unlike a fixed rate, does not protect you against price volatility.

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**.

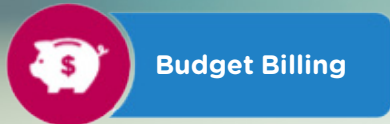


Shop XOOM
Fixed Rate Plans

BUDGET BILLING

Calculating your energy expenses is now even easier with Budget Billing. Budget Billing allows fixed and variable rate customers to level out energy costs so they pay nearly the same amount every month. Knowing what to expect each month allows you to plan your finances accordingly, giving you one less thing to worry about.

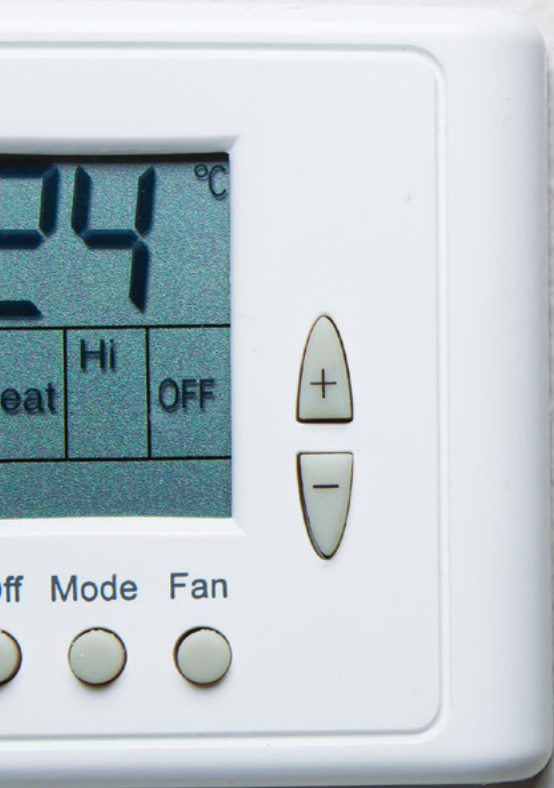
Visit our online [FAQ section](#) to find out if Budget Billing is available in your area.



DID YOU KNOW...

- You can manage your energy on your time? Check us out at myxoomenergy.com to change your plan, renew your contract or update your contact information.
- In addition to being beneficial to our environment, **renewable electricity** increases fuel diversity that encourages regional economic development? Visit us online at myxoomenergy.com to see what “green” products are available in your market.
- XOOM offers automatic bill payment for customers in **California** and **Texas**. Register your account online in the XOOM Energy [Self Service Portal](#) and have one less thing to worry about each month.

MYTH VS. FACT



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

MYTH

FACT

Setting my thermostat higher heats my home faster...

A furnace will only provide heat at its max power (or a fraction of max power for multi stage units) when it is first turned on. Setting the temperature higher will have little effect in how quickly a home heats, but it does have the potential to increase the run-time of the heating system - using more energy and possibly raising your bill.

<http://www.forbes.com/pictures/el45ekhli/myth-3-turning-thermostat-on-high-heats-rooms-faster/>

Using an electric space heater saves money...

Given that electricity can cost up to 10 times as much as natural gas, running just two electric space heaters can cost the equivalent of heating an entire home with a gas-powered system.

<http://www.forbes.com/pictures/el45ekhli/myth-9-using-an-electric-space-heater-saves-money/>

Ceiling fans are only useful when it's hot outside...

We all know heat rises, but most ceiling fans have the ability to pull it back down. Reverse the switch on your fan so the blades blow upward. Doing so forces the heat back down to keep you warm in chilly weather.

<http://www.forbes.com/pictures/el45ekhli/myth-4-ceiling-fans-dont-work-during-winter/>

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.

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HOT LINKS

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We wish you a warm and healthy winter.