



Rhode Island Contract Summary

1. Description of Rate	Your rate for energy purchases will be a variable rate, per kWh, that may change on a monthly basis, plus taxes and fees, if applicable.
2. Type of Rate (fixed or variable)	Variable
3. Terms and Expiration of Rate	The term of this Agreement will begin with your first meter read by your local utility following your acceptance into the BizChoice program and will continue until cancelled by thirty (30) days' prior written notice by either party. In the event that you choose to return to the local utility's, National Grid - Narragansett Electric, standard offer service upon expiration of your Agreement with XOOM, XOOM will provide you with written confirmation that it has received and processed your request. <i>Your rate for energy purchases will be a variable rate, per kWh, that may change on a monthly basis, plus taxes and fees, if applicable.</i> Your variable rate may fluctuate and may be higher or lower than your local utility. Your rate is based upon a number of factors, which may include but not be limited to, the fluctuation of wholesale commodity costs or other components of wholesale prices (including but not limited to capacity related costs, fluctuations in energy supply and demand, and weather patterns) and XOOM's pricing strategies, including XOOM's profit margin. <i>Please consult the XOOM website at www.xoomenergy.com for further information about XOOM's rate plans and service offerings.</i>
4. Contract Expiration	Your Agreement will continue until cancelled by thirty (30) days' prior written notice by either party. In the event that you choose to return to the local utility's, National Grid - Narragansett Electric, standard offer service upon expiration of your Agreement with XOOM, XOOM will provide you with written confirmation that it has received and processed your request.
5. Right to Cancellation	You may cancel your acceptance of the Agreement with XOOM at any time within three (3) business days of your enrollment authorization and receipt of this Agreement without penalty or cancellation fee. You also have the right to schedule cancellation of service on a date certain at any time during the contract period. XOOM may cancel this Agreement if there is any change in regulation, law, pricing structure, tariff, or change in procedure required by any third party that results in a material adverse change in XOOM's ability to perform under this Agreement. XOOM may cancel this Agreement if your usage of electric power changes by more than 25% over a 12- month period. <i>XOOM may also cancel this Agreement for non-payment.</i> XOOM will provide you 10 days' advance notice of termination. XOOM may not physically cut off electric service to you.
6. Method of Cancellation	<i>You may cancel your acceptance of the Agreement by calling XOOM at 1-888-997-8979, by sending an email to customercare@xoomenergy.com or by submitting an electronic cancellation request on XOOM's website at www.xoomenergy.com/en/contact-us.</i>
7. Request to Enroll/Disenroll	XOOM will enroll you in a new service agreement, or terminate your existing agreement with XOOM in accordance with its terms, prior to your next bill read date so long as you notify XOOM of your request to enroll or disenroll at least seven (7) calendar days in advance of your next bill read date.
8. Request to return to distribution company	In the event that you choose to return to your local utility's, National Grid - Narragansett Electric, standard offer service upon expiration of your Agreement with XOOM, XOOM will provide you with written confirmation that it has received and processed your request.
9. Dispute Resolution Process	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: 11208 Statesville Road, Suite 200, Huntersville, NC 28078 or by sending an email to customercare@xoomenergy.com . For questions about your local utility bill, please



	contact your local utility directly. XOOM will refer all complaints to a representative who will use reasonable efforts in good faith to reach a mutually satisfactory solution.
10. Local Utility Market Adjustment Charge/Credit	There may be a market adjustment charged or credited to you by your local utility, National Grid - Narragansett Electric, on your last utility bill of the enrollment.
11. Fees	<u>Billing/Payment Fees</u> : The charge for XOOM's purchases of electricity will be included on your local utility bill and will be due on the date specified in the local utility bill. XOOM separately bills you directly for: (i) XOOM charges 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; and (ii) Thirty-Five Dollar (\$35) return check fee for all returned checks.
12. Deposit Requirement	This Agreement is contingent upon a satisfactory credit review and maintenance of good credit and may require a deposit. If you do not meet our credit standards or cannot demonstrate satisfactory credit, XOOM may require a deposit from you or may refuse to provide service. If a deposit is required, the amount shall be in compliance with any applicable Rhode Island statute, regulation, or other controlling authority and will be requested prior to beginning service with XOOM. XOOM will apply interest to the deposit at the rate required by applicable Rhode Island statute, regulation, or other controlling authority. XOOM will apply any cash deposit held on your behalf plus any accrued interest as determined by any applicable Rhode Island statute, regulation, or other controlling authority to the outstanding balance on your final bill, if applicable and any excess amount will be refunded to you. Any deposit you provide us will be held in your name in our records. We may apply any early termination fee to any deposit you have provided us.
13. Budget Billing	To enroll on a budget billing plan, please contact your local utility.
14. Air Emissions and Resource Mix Information	Please refer to your Disclosure Information Label to review air emissions and energy sources information.
15. Name of Non-Regulated Power Producer	XOOM Energy Rhode Island, LLC ("XOOM Energy")
16. XOOM Energy's Toll-Free Customer Service	1-888-997-8979
17. XOOM Energy's Website	www.xoomenergy.com
18. Division of Public Utilities Toll-Free Number for Customer Complaints	401-780-9700
19. Contact Information For Person at XOOM That Agreed to Contract Terms	All customers agree to the Agreement electronically through the XOOM Energy Rhode Island website. You can contact XOOM directly by calling 1-888-997-8979, by sending a letter to: XOOM Energy Rhode Island, LLC, 11208 Statesville Road, Suite 200, Huntersville, NC 28078, or by sending an email to customercare@xoomenergy.com .