



# TERMS OF SERVICE

## Customer Disclosure Statement

|                                     |   |
|-------------------------------------|---|
| <b>Type of plan</b>                 | Fixed Rate  |
| <b>Price per kWh</b>                | \$0.0872  |
| <b>Length of plan</b>               | twelve (12) Months  |
| <b>Late payment fee (if any)</b>    | Greater of 1.5% or the maximum permitted by law, based on your total outstanding balance per month.   |
| <b>Deposit requirement (if any)</b> | Our service is contingent upon a successful credit review in the Central Maine Power and Emera Maine (formerly Bangor Hydro) territories. If your credit review is not successful, or if you do not adhere to a credit review, then you may be presented with the option to pay a deposit. Visit <a href="http://www.xoomenergy.com/en/deposit-policy">www.xoomenergy.com/en/deposit-policy</a> to review XOOM Energy's Deposit Policy.   |
| <b>Early Termination Fee</b>        | \$110   |
| <b>Right of Rescission</b>          | After you sign up, you will have 5 calendar days to reverse or "rescind" your decision. You can rescind orally by calling XOOM Energy Maine, LLC ("XOOM") at 1-888-997-8979, emailing XOOM at <a href="mailto:customercare@xoomenergy.com">customercare@xoomenergy.com</a> or writing XOOM at 11208 Statesville Road, Suite 200, Huntersville, NC 28078.  |
| <b>Toll-Free number:</b>            | You can contact XOOM with questions or complaints at 1-888-997-8979 Monday – Friday 8 (eight) a.m. to 11 (eleven)p.m. EST, Saturday – 9 (nine) a.m. to 7 (seven)p.m. EST (EST).   |
| <b>PUC Consumer Assistance:</b>     | You may also contact the State of Maine Public Utilities Commission (PUC) with complaints or questions at 1-800-452-4699.   |
| <b>Cancellation of Service</b>      | You have the right to cancel your service with XOOM at any time. To cancel service, you must notify XOOM. XOOM is required to notify Central Maine Power of the cancellation within 2 business days of your request. Central Maine Power will then process the cancellation for you. Unless you have signed up with another supplier, you will receive standard offer service, which is a supply service available to all electricity customers through a process administered by the PUC. Current standard offer prices and other information about switching your supplier may be found at <a href="http://www.maine.gov/mpuc/electricity/cep">www.maine.gov/mpuc/electricity/cep</a> . |

You will receive a contract renewal notice prior to the end of the term of this contract. You will have the option to reject renewal and instead receive standard offer service or service from another supplier.