TERMS OF SERVICE

Customer Disclosure Statement

Type of plan	Variable Rate (Non Indexed)
Highest and lowest price over prior 12 months	Please see Past Variable Rates link 12 Month Historical Variable Rates
Description of Rates/Charges	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. Your monthly variable rate is not based on a formula or market index. 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. See attached terms and conditions for more information.
Length of Plan	Continues month-to-month until cancelled by you or XOOM Energy Maine, LLC ("XOOM")
Frequency of rate change	All rates are subject to change on a monthly basis, future rates will be updated at least one week before becoming effective. Please see Non-Promotional Variable Rates for the most current information.
Limit on price level	None
Late payment fee (if any)	Greater of 1.5% or the maximum permitted by law, based on your total outstanding balance per month.
Deposit requirement (if any)	XOOM reserves the right to require a deposit from you prior to providing electricity should XOOM find your credit is unsatisfactory.
Early Termination Fee	None
Right of Rescission	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 customercare@xoomenergy.com or writing XOOM at 11208 Statesville Road, Suite 200, Huntersville, NC 28078.
Toll-Free number:	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).
PUC Consumer Assistance:	You may also contact the State of Maine Public Utilities Commission (PUC) with complaints or questions at 1-800-452-4699.
Cancellation of Service	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 Emera Maine (formerly Bangor Hydro) of the cancellation within 2 business days of your request. Emera Maine (formerly Bangor Hydro) 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 www.maine.gov/mpuc/electricity/cep.

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