



This is an agreement for Electric Generation Service from XOOM Energy Pennsylvania, LLC ("XOOM Energy Pennsylvania").

## Background

We at XOOM Energy Pennsylvania are licensed by the Pennsylvania Public Utility Commission to offer and supply electric generation services in Pennsylvania. Our PUC license number is A-2012-2283821.

- We set the generation prices and charges that you pay. The Public Utility Commission regulates distribution or delivery prices and services. The Federal Energy Regulatory Commission regulates transmission prices and services.
- You will receive a single bill from your local EDC that will contain EDC charges and XOOM Energy Pennsylvania charges.
- Right of Rescission - You may cancel this Agreement at any time before midnight of the third business day after receiving this disclosure.

## Definitions

- Generation Charge – Charges for production of electricity.
- Transmission Charge – Charge for moving high voltage electricity from a generation facility to the distribution lines of an electric distribution company.
- Cost Recovery Fee – Since all the energy associated with a fixed rate agreement is pre-purchased, XOOM charges a "Cost Recovery Fee" if the consumer terminates the agreement early. This is not intended as a penalty to the customer, but needs to offset the cost to XOOM to repurpose the energy the customer did not use as part of their agreement. These recovery fees will vary market to market and may change from time to time based on market conditions and attrition rates.

## Terms of Service

### 1. Basic Service Prices

**Fixed Price Product:** Your rate for electric power purchases will be a fixed price of \$0.0939 per kWh; this price includes Transmission Charges and Estimated Total State Taxes, including the Gross Receipts Tax, but excludes applicable state and local Sales Taxes. You will continue to be responsible for all charges assessed by your local utility for all services it provides, including any other fees or taxes specifically associated with services it continues to provide during the term of this Agreement.

**Variable Price Product:** Your rate for energy purchases will be a variable rate \$0.1369 per kWh, that may change on a monthly basis. This price includes Transmission Charges and Estimated Total State Taxes, including the Gross Receipts Tax, but excludes applicable state and local Sales Taxes. Your monthly variable rate is based upon wholesale energy market conditions within PJM and XOOM's actual and estimated supply costs which may include prior period adjustments, inventory and balancing costs plus an adder. You are responsible for all charges assessed and billed by your local utility for all applicable utility charges, which are not included in your rate. You can find our current variable rate at



[www.xoomenergy.com](http://www.xoomenergy.com) or call us at 1-888-997-8979.

2. Length of Agreement

**Fixed Rate Products:** The Term of this Agreement will begin when your local utility switches your account to XOOM and will continue for twenty-four (24) months.

**Variable Rate Products:** The Term of this Agreement will begin when your local utility switches your account to XOOM and will continue on a month-to-month basis.

3. Penalties, Fees and Exceptions – You understand and agree that in order for XOOM to offer and fulfill its fixed rate obligation to you, it has to purchase electricity in advance of usage in amounts needed to cover the full term of this Contract. You have the right to cancel this Contract at any time. During the first three (3) days you can cancel without any cost to you. **If you are on a Fixed Price agreement and you cancel this Agreement after the third day, but before the end of the initial term, we will charge you a cost recovery fee of \$200. There are no penalties or fees for customers on a Variable Price agreement.**

4. Cancellation Provisions – You may cancel this Contract with XOOM at any time within three (3) days of your signing this Contract (“Cancellation Period”) without penalty or cancellation fee by calling XOOM Energy Pennsylvania at 1-888-997-8979 or by sending an email to [customercare@xoomenergy.com](mailto:customercare@xoomenergy.com). Common reasons for cancellation are:

**Non-Payment** – If your electric service is terminated by your electric distribution company, then this Agreement is cancelled on the date that your electric service is terminated. You will owe us for amounts unpaid for our charges for electric generation service up to the date of termination.

**Company-Initiated Cancellation** – If we cancel this Agreement for any reason other than for customer non-payment, we will follow applicable rules in providing notice to you.

**Customer-Initiated Cancellation** – If you have a Fixed Price agreement with us and you cancel this Agreement before the end of the initial term, you will owe us for amounts unpaid up to the date of cancellation and we will charge the cost recovery fee mentioned above.

**Customer Move** – If the customer moves from the address listed above, this Agreement is cancelled and no cost recovery fee will be imposed.

5. Renewal Provisions/Change in Terms – If you have a Fixed Term agreement with us and it is approaching the expiration date, renewal period or if we propose to change our terms of service, we will send you two (2) advance notices either in your bill or in separate mailings between forty-five (45) and ninety (90) days before either the expiration date or the effective date of the changes. We will explain your options in these two (2) advance notices.

6. Dispute Procedures – 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](http://www.xoomenergy.com); by sending a letter to: XOOM Energy Pennsylvania, LLC, 11208 Statesville Road, Suite 200, Huntersville, NC 28078 or by sending an email to [customercare@xoomenergy.com](mailto:customercare@xoomenergy.com). For questions about your local EDC bill, please contact your local EDC directly. XOOM will refer all complaints to a representative who will use reasonable efforts in good faith to reach a mutually satisfactory solution. If



a resolution cannot be reached with your local EDC or with XOOM, you may contact the Pennsylvania Public Utility Commission for help, toll free, at 1-800-692-7380.

7. Contact Information

Supplier Name:	XOOM Energy Pennsylvania, LLC
Address:	11208 Statesville Road Suite 200 Huntersville, NC 28078
Phone Number:	1-888-997-8979
Internet Address:	<a href="mailto:customercare@xoomenergy.com">customercare@xoomenergy.com</a>
Distribution Company Name:	Met-Ed
Provider of Last Resort Name:	Met-Ed
Address:	2800 Pottsville Pike Reading, PA 19162
Phone Number:	1-800-494-4000
Universal Service Program:	Met-Ed Universal Service Program
Phone Number:	1-800-962-4848