



SURELOCK 12 - AIRLINE REWARDS TERMS AND CONDITIONS

We Are Committed To Your Satisfaction: If you are not completely satisfied with XOOM Energy Connecticut's SureLock 12 - Airline Rewards plan for any reason, please contact us. If we are unable to resolve your concern to your full satisfaction, you may terminate this Agreement, in accordance with its terms.

Introduction: This is an agreement for Electric Generation Service from XOOM Energy Connecticut, LLC ("XOOM" or "Company" or "us"). Your Enrollment Documentation, which includes your Welcome Letter, these Terms and Conditions, and the accompanying Contract Summary set forth your agreement with XOOM ("Agreement") for electric generation supply. XOOM is licensed by the Connecticut Public Utilities Regulatory Authority (PURA) to offer and supply electric generation services in Connecticut. XOOM's license number is Docket 11-06-05. Your generation prices and charges will be set by us. The PURA regulates local utility company distribution prices and services. The Federal Energy Regulatory Commission regulates transmission prices and services.

You will continue to receive your bill from your local utility that will contain your local utility's charges and your charges from XOOM, and your local utility will continue to provide all emergency repairs and services.

Service & Term: XOOM agrees to act as your exclusive electric power supplier. The term of this Agreement will begin when your local utility switches your account to XOOM and will continue for the Contract Term set forth in the accompanying Contract Summary.

Acceptance into the Program: These terms and conditions are subject to your acceptance into the program by both XOOM and your local utility. You will be promptly notified if you are not accepted into the program.

Local Utility Services: XOOM is an independent retail supplier of electricity and is not affiliated with your local utility. Your local utility will continue to deliver your electricity, read your meter, send your bill, and make necessary repairs. Your local utility will also respond to emergencies and provide other basic utility services as required. XOOM Energy is not an agent of your local utility and your utility will not be liable for any of XOOM's acts, omissions, or representations.

Price: Your rate for electricity purchases under this Agreement will be a fixed price, per kilowatt hour. This rate is established at the time of your enrollment and is set forth in your Contract Summary, which is incorporated into this Agreement. You are responsible for all charges assessed and billed by your local utility for electric distribution charges, and for all services your local utility provides, including any other fees or taxes specifically associated with services it continues to provide during the term of this Agreement.

Renewal Notice; Notification of Changes: No later than thirty (30) days prior to the end of the term, XOOM will send you a renewal notice describing additional service plans for your consideration. If you do not choose a new service plan upon expiration of the term and do not terminate your Agreement, your Agreement will be automatically renewed under one of XOOM's available fixed rate plans at the price in effect at the time of your renewal. You will not be charged an early termination fee if you terminate such renewal no later than seven business days after receiving your first billing statement for the renewed contract. XOOM reserves the right, with thirty (30) days' notice, to amend this Agreement to adjust its service to accommodate any change in regulations, law, tariff or other change in procedure required by any third party that may affect XOOM's ability to continue to serve you under this Agreement.



Termination, Moving: 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 by calling XOOM at 1-888-997-8979, by sending an email to customercare@xoomenergy.com, or by sending a letter via U.S. Mail to: XOOM Energy Connecticut, LLC, 11208 Statesville Road, Suite 200, Huntersville, NC 28078.

When moving to another address within your local utility's service territory, XOOM will make every effort to transfer your service to your new service address when you move to an address within your local utility's service territory, provided that you notify XOOM within fifteen (15) days of your move. If a transfer of service is not successful or you move to a location outside your local utility's service territory, you may cancel this Agreement at no cost to you. Failure to notify XOOM of your move will be considered a cancellation of this Agreement in accordance with its terms.

Cost Recovery Fee: You understand and agree that in order for XOOM to offer and fulfill its fixed rate obligation to you, it has to purchase electric power in advance of usage in amounts needed to cover the full term of this Agreement. If you cancel this Agreement early, you will be responsible for paying a cost recovery fee ("Cost Recovery Fee"), set forth in the Contract Summary, which is intended not as a penalty, but simply to offset the cost of selling the unused portion of your electricity to others and estimated lost revenue that XOOM may incur from such a sale, if any, and related expenses. It will take time for your local utility company to cancel your XOOM account. During that time you agree to pay for the electricity you consume that is supplied by XOOM.

Credit, Payment and Collection: Your bill will be based on monthly meter readings provided to XOOM by your local utility. If your local utility is unable to read your meter, your local utility will estimate your charges based on previous usage history, and later adjust it based on actual usage shown by a meter reading. If there is an error in your meter reading, your bill will be adjusted upon your local utility providing a corrected meter reading. You will receive a single bill for both your electricity and the delivery of such electricity from your utility distribution company.

Customer Service, Dispute Resolution: 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: XOOM Energy Connecticut, LLC, 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. If a dispute cannot be resolved, you may appeal to the Public Utilities Regulatory Authority (PURA) by calling 1-800-382-4586 (toll free within Connecticut), or by sending a letter to: PURA 10 Franklin Square, New Britain, Connecticut 06051, Attn: Consumer Assistance Complaints and Information Unit; or visit the website www.dpuc.state.ct.us/cai_home.htm.

Service Complaints: For service problems, including a POWER OUTAGE, you should contact your local utility as set forth in the Contract Summary.

Environmental Information Disclosure: XOOM will provide upon request, and at least annually.

Authorization/Representation/Letter of Agency: By entering into this Agreement, you authorize XOOM to act on your behalf under your local utility's tariffs in accordance with the rules and regulations of the Connecticut PURA. You acknowledge that you are the local utility account holder, or a person legally authorized to execute this Agreement on behalf of the account holder for electricity service and are at least eighteen (18) years of age. You agree to authorize XOOM to obtain your credit information and you agree to authorize your local utility to release



all information relating to your historical and current electricity usage, billing and payment history to XOOM or its authorized representatives. You acknowledge that XOOM has full authority to make all rates and tariff selections necessary to meet its obligations under this Agreement. You may rescind this authorization at any time by contacting XOOM. Neither your customer account number nor any other financial information will be released by XOOM, except as required by law, without your consent. Execution of this Agreement shall constitute authorization for the release of this information to XOOM.

Net Metering: Net metering refers to customers who sell electricity they produce, typically through a rooftop solar panel, back to the utility for credit. If you are a net metering customer, you should not enroll with XOOM because your net metering agreement will not transfer to XOOM once you enroll. Failure to notify XOOM that your account is subject to net metering may result in immediate return to Default Service of your account.

Miscellaneous: You will promptly notify XOOM if there is any material change in your energy consumption. For the purpose of accounting, both parties accept the quantity, quality and measurements determined by your local utility. Except as provided by law, you will pay all taxes or other fees due and payable with respect to customer obligations under this Agreement. This Agreement shall be governed by the laws of the state of North Carolina without recourse to such states choice of law rules. There may be a delay before your local utility switches your electricity supply to XOOM. XOOM is not responsible for any such delays.

Limitation of Liability and Warranty: XOOM WILL NOT BE RESPONSIBLE FOR ANY SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES WHATSOEVER. XOOM DOES NOT PROVIDE ANY TYPE OF WARRANTY, EXPRESS OR IMPLIED, AND TO THE FULL EXTENT OF THE LAW, DISCLAIMS ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

Force Majeure/Uncontrollable Circumstances: XOOM will not be responsible for supplying electricity in the event of circumstances beyond its control such as events of Force Majeure, including but not limited to, acts of terrorism, sabotage, or acts of God. 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 XOOM being prevented, prohibited, or frustrated from carrying out the terms of this Agreement. XOOM may cancel this Agreement if your usage of electric power changes substantially.

Entire Agreement: Your Enrollment Documentation including Confirmation Email, Welcome Letter, Contract Summary and accompanying Terms and Conditions will constitute your Agreement between you and XOOM with respect to its subject matter and superseding all prior written and oral Agreements and representations made with respect to such subject matter.

Assignment or Transfer of Contract: You hereby agree and give your consent to this Contract being assigned or transferred to another supplier. The assignment or transfer of this Contract will maintain all contractual terms and conditions, including pricing, through the term of this Contract. XOOM will send you, both by U.S. mail and by e-mail, a "Notice of Assignment" at least 45 days prior to the intended assignment. If you do not consent to assignment or transfer of this Contract, you will not be eligible to enroll with XOOM



XOOM Energy Airline Rewards Program Terms for American Airlines AAdvantage® Members:

a) American Airlines reserves the right to change the AAdvantage® program and its terms and conditions at any time without notice, and to end the AAdvantage® program with six months notice. Any such changes may affect your ability to use the awards or mileage credits that you have accumulated. Unless specified, AAdvantage® miles earned through this promotion/offer do not count toward elite-status qualification or AAdvantage Million MilerSM status. American Airlines is not responsible for products or services offered by other participating companies. For complete details about the AAdvantage® program, visit aa.com/aadvantage. American Airlines, AAdvantage, the Flight Symbol logo and AAdvantage Million Miler are marks of American Airlines, Inc.

b) Rewards are subject to the Terms of Service between XOOM and you, including, but not limited to, all terms related to dispute resolution, including the following terms and conditions. XOOM reserves the right to disqualify any account holder from participation in reward programs.

c) After the closing date of each billing cycle XOOM will calculate the total dollar amount of electricity and/or natural gas supply purchased (XOOM service charges) on your behalf (charged to your account during that billing cycle) and the mileage credit due to you as set forth in paragraph (d). XOOM will subsequently request that American Airlines award the AAdvantage® mileage credit. If your XOOM account status is not active and current on the date a billing cycle closes, no XOOM service charges will be reported to American Airlines for that billing cycle. For purposes of this program, active accounts are defined as those that are billing more than \$0 on the XOOM Energy Airlines Reward Program plan and those for which XOOM has not received a request on behalf of the customer to discontinue (drop) their service. The dollar amount of XOOM service charges for a billing cycle is the dollar amount of all purchases of electricity and/or natural gas made by XOOM on your behalf and placed on your account during the billing cycle and any XOOM monthly fees, reduced by any credits posted to the account during the billing cycle.

d) You will earn 2 AAdvantage® miles for every one dollar (\$1.00) of XOOM service charges made on your account rounded to the nearest dollar. Please allow 8-10 weeks for mileage postings to appear on your AAdvantage® account statement. There will be delays between the date XOOM makes a XOOM service charge on your behalf, the date XOOM reports your XOOM service charge to American Airlines, and the date that American Airlines credits your AAdvantage® account. For this and other reasons, the records of XOOM and the records of American Airlines regarding accrued mileage may differ. Mileage credits will not be available for use by you until they are awarded by American Airlines. In the event of any discrepancy, the records of American Airlines will control the determination of mileage credit awards.

e) From time to time, XOOM may offer bonuses or other premiums (for example, Account Activation Miles) to new XOOM customers. These bonuses are solely for persons who are not currently, and have not previously been, XOOM customers; therefore, unless otherwise stated, you are not eligible to receive these bonuses for any new XOOM account you open after your initial account is opened. Further, unless otherwise stated, you will only be eligible to receive these bonuses after your 2nd billing cycle as an XOOM account holder if at that time your account status is both current and active as defined in paragraph (c). A single customer is eligible to receive rewards or bonuses for a total of four accounts, regardless of the total number of accounts enrolled. If you receive a bonus for which you are not eligible, XOOM may request American Airlines to revoke the bonus, or reduce your mileage credit by the amount of the bonus, or charge your account for the fair value of the bonus.



f) For avoidance of doubt, should you choose to change your plan or cancel your XOOM Energy Airline Rewards Program, you will no longer qualify for the XOOM Energy Airline Rewards Program.



XOOM Energy Airline Rewards Program Terms for Southwest Airlines Rapid Rewards® Members:

a) Rapid Rewards® is a program offered by Southwest Airlines®. It is not a product or program of XOOM Energy LLC. Southwest Airlines is solely responsible for establishing the terms and conditions of your participation in the Southwest Airlines Rapid Rewards program. All Rapid Rewards terms and conditions apply and can be found at Southwest.com/rrterms. Southwest Airlines may change or terminate the Rapid Rewards program rules in accordance with the Southwest Airlines Rapid Rewards terms and conditions.

b) Rewards are subject to the Terms of Service between XOOM and you, including, but not limited to, all terms related to dispute resolution, including the following terms and conditions. XOOM reserves the right to disqualify any account holder from participation in reward programs.

c) After the closing date of each billing cycle XOOM will calculate the total dollar amount of electricity and/or natural gas supply purchased (XOOM service charges) on your behalf (charged to your account during that billing cycle) and the point credit due to you as set forth in paragraph (d). XOOM will subsequently request that Southwest Airlines award the point credit. If your XOOM account status is not active and current on the date a billing cycle closes, no XOOM service charges will be reported to Southwest Airlines for that billing cycle. For purposes of this program, active accounts are defined as those that are billing more than \$0 on the XOOM Energy Airlines Reward Program plan and those for which XOOM has not received a request on behalf of the customer to discontinue (drop) their service. The dollar amount of XOOM service charges for a billing cycle is the dollar amount of all purchases of electricity and/or natural gas made by XOOM on your behalf and placed on your account during the billing cycle and any XOOM monthly fees, reduced by any credits posted to the account during the billing cycle, rounded up or down to whole dollar amounts. Point accumulation is subject to certain limitations, exclusions, and restrictions by Southwest Airlines. There is no limit to the number of Rapid Rewards points that may be earned. Bonus points do not count toward tier status or Companion Pass status. XOOM is not responsible for awarding points under the Southwest Airlines Rapid Rewards program, arranging or providing any services related to travel, the use of points, any delay, failure, or refusal by Southwest Airlines to award or redeem points for award travel, or any decision by Southwest Airlines to revoke or cancel points or membership in the Southwest Airlines Rapid Rewards program.

d) You will earn two (2) Rapid Rewards points for every one dollar (\$1.00) of XOOM service charges rounded to the nearest dollar. You will earn 10,000 Rapid Rewards bonus points for each electric account you enroll or 5,000 Rapid Rewards bonus points for each natural gas account you enroll after the account has been active for 2 months. Bonus points will appear in your Rapid Rewards account within eight weeks after you earn your enrollment bonus. Southwest Airlines will show accrued point credits on your Southwest Airlines Rapid Rewards statement. There could be delays between the date XOOM makes a purchase on your behalf, the date XOOM reports your point credit to Southwest Airlines, and the date that Southwest Airlines credits your Southwest Airlines Rapid Rewards account. For this and other reasons, the records of XOOM and the records of Southwest Airlines regarding accrued points may differ. Points will not be available for your use until they are posted to your Rapid Rewards account. In the event of any discrepancy, the records of Southwest Airlines will control the determination of point awards.

e) From time to time, XOOM may offer bonuses or other premiums (for example, Account Activation Points) to new XOOM customers. These bonuses are solely for persons who are not currently, and have not previously been, XOOM customers; therefore, unless otherwise stated, you are not eligible to receive these bonuses for any new XOOM account you open after your initial account is opened. Further, unless otherwise stated, you will only be eligible to



receive these bonuses after your 2nd billing cycle as an XOOM account holder if at that time your account status is both current and active as defined in paragraph (c). A single customer is eligible to receive rewards or bonuses for a total of four accounts, regardless of the total number of accounts enrolled.

f) For avoidance of doubt, should you choose to change your plan or cancel your XOOM Energy Airline Rewards Program, you will no longer qualify for the XOOM Energy Airline Rewards Program.

g) XOOM is responsible for its obligations under its Agreement with you (the Terms of Service) but XOOM is not responsible for the administration of the Southwest Airlines Rapid Rewards program. Southwest Airlines is not a party to the XOOM Agreement, and Southwest Airlines is not responsible for any goods or services supplied by XOOM.

h) By entering into the XOOM Agreement (the Terms of Service), you will be deemed to have authorized XOOM and Southwest Airlines to share information with each other about your account consistent with the respective privacy policies of XOOM and Southwest Airlines.