



## SURELOCK 24 TERMS AND CONDITIONS

**We Are Committed To Your Satisfaction:** If you are not completely satisfied with XOOM Energy Rhode Island's SureLock 24 program 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.

**Service & Term:** XOOM Energy Rhode Island, LLC ("XOOM" or "Company") agrees to act as your exclusive nonregulated power producer. The term of this Agreement will begin with your first meter read by your local utility, Rhode Island Energy, following your acceptance into the SureLock 24 program and will continue for twenty-four (24) months as set forth in your Contract Summary, which is incorporated into this Agreement. In the event that you choose to return to the local utility's 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.

**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 provider of electric generation and is not affiliated with your local utility, Rhode Island Energy. 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 Energy's acts, omissions or representations.

**Price:** *Your rate for electric power purchases will be a fixed price of \$0.1659 per kWh, plus taxes and fees, if applicable.* The price of electricity during the Term of this Agreement may be higher than the standard offer rate charged by your local utility. Your fixed rate will expire 24 months from the date you enrolled with XOOM and were accepted by your utility. *Please see our website FAQs at: <https://xoomenergy.com/en/faq/rhode-island> if you would like to learn how to compare the price terms in this Agreement to your existing electric generation service charge on your electric bill and how long these rates are effective.* 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. There may be a market adjustment charged or credited to you by your local utility, Rhode Island Energy, on your last utility bill of the enrollment.

**Air Emissions and Resource Mix Information:** Please refer to your Disclosure Information Label to review air emissions and energy sources information.

**Contract Expiration Notice:** No later than sixty (60) days prior the end of the term, XOOM will send you Contract Expiration notices describing additional service plans for you to choose from if you want to remain a XOOM customer. The notice will specify the date by which you must advise XOOM if you want to renew your Agreement. If you do not advise XOOM by the specified date, this Agreement will terminate at the end of your term and, unless you enroll with another nonregulated power producer, you will be returned to your utility for electric generation service. 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. You may notify XOOM by calling 1-888-997-8979, by sending an email to [customercare@xoomenergy.com](mailto:customercare@xoomenergy.com) or by submitting electronic termination request on XOOM's website at [www.xoomenergy.com/en/contact-us](http://www.xoomenergy.com/en/contact-us). *XOOM reserves the right, with fifteen (15)*



*days' notice, to amend this Agreement to adjust its service or price to accommodate any change in regulations, pricing structure, 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.*

**Right of Recission:** *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 calling XOOM at 1-888-997-8979, by sending an email to [customercare@xoomenergy.com](mailto:customercare@xoomenergy.com) or by submitting an electronic cancellation request on XOOM's website at [www.xoomenergy.com/en/contact-us](http://www.xoomenergy.com/en/contact-us). You also have the right to schedule cancellation of service on a date certain at any time during the contract period.*

**Cost Recovery Fee, Moving:** 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") of \$50 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.*

When moving to an address within Rhode Island, XOOM will make every effort to transfer your service to your new service address, provided that you notify XOOM within fifteen (15) days of your move. It is not considered a termination or early cancelation of this Agreement, if you move from one dwelling within Rhode Island and remain with XOOM for your electric supply.

**Credit, Payment and Collection:** Your bill will be based on monthly meter readings provided to XOOM by your local utility. If there is an error in your meter reading, XOOM will adjust its bill to you upon your local utility providing a corrected meter reading to XOOM. You represent that you are financially able and willing to fulfill the terms and conditions of this Agreement and that you have not filed, are not in the process of filing or do not plan to begin any bankruptcy proceedings. 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. *XOOM may terminate this Agreement with ten (10) days written notice for non-payment.* XOOM may not physically cut off your electric service, which will be provided by your local utility. In all events, you shall remain obligated to pay for all electricity received by you and any interest, fees and penalties incurred by XOOM. You will also be responsible for all costs, including legal fees, associated with the collection of amounts owed to XOOM. To enroll on a budget billing plan, please contact your local utility.

**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](http://www.xoomenergy.com); by sending a letter to: XOOM Energy Rhode Island, LLC, 804 Carnegie Center, Princeton, NJ 08540 or by sending an email to [customercare@xoomenergy.com](mailto: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 you believe there has been a violation of the Public Utilities Commission's Consumer Protection Requirements for Nonregulated Power Producers, you may contact the Division of Public Utilities and Carriers at 89 Jefferson Boulevard, Warwick, RI 02888 or 401-780-9700.

**Assignment:** This Agreement or any XOOM obligations under this Agreement are assignable by XOOM without



requiring your consent.

**Service Complaints:** For service problems you should contact your local utility. IF YOU HAVE A POWER OUTAGE PLEASE CALL YOUR LOCAL UTILITY.

**Your Authorization to Release Your Information for Use and Sharing:** By entering into this contract, you authorize us to act on your behalf under your utility's tariffs in accordance with the rules and regulations of the state public utility commission ("PUC") where you take service. You further acknowledge that this contract provides authorization for your local utility to release all information regarding your energy supply account(s) to us so we can provide the services described herein. This information may include, but is not limited to, usage information, billing determinants, bill cycle, budget billing status, address, account type, tax exemption status, rate service class, load profile, demand data, meter number, special account exceptions, public assistance status, existence of medical emergencies or disability, tax status and eligibility for economic development or other incentives, standard service status, electronic interval data when available, credit information when applicable, and all other data and information permitted by law to be disclosed to us to provide our services.

We also obtain information about you as outlined in our privacy policy (posted on our website) such as when you voluntarily provide personal information to us, use our website or mobile applications, or when we add information about you to your account profile from publicly available sources.

We will maintain the confidentiality of your personal information including your name, address, telephone number, email, account numbers, energy usage and historic payment information as required by applicable PUC regulations as well as federal and state laws.

Our use and sharing of your information will be consistent with the purposes and uses disclosed in our privacy policy, as amended from time to time and posted on our website. Your information may be disclosed if required by law, such as pursuant to a lawfully issued subpoena or other legal process. Further, you understand that your information may be disclosed to an affiliate or a third-party to provide services or products to you, and any disclosure of such information will be made under confidentiality obligations not to disclose such information and to use it solely for the purpose of providing services to you or improved products to us. This authorization also allows us to contact you about our other products and services and to share information about your account with any designated rewards partner or with any affiliate, third-party vendor or marketing partner we use to provide services and rewards to you. We reserve the right to share your information with our affiliates and marketing partners, to the extent permitted by law and/or as authorized when you provide your consent.

If you do not wish for us to use or share information about your account in the manner described above, you may cancel this contract by calling us at our contact information listed herein.

**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.

**Insolvency:** You acknowledge and agree that this Agreement and the transaction(s) contemplated under this Agreement constitute a "forward contract" within the meaning of the United States Bankruptcy Code. To the fullest extent possible, you agree to waive the provisions afforded by Section 366 of the United States Bankruptcy Code and acknowledge that for purposes of the application of principles afforded "forward contracts" the provisions of



Section 366 shall not apply to you or to this Agreement.

**Miscellaneous:** 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 will be governed by the laws of the state of North Carolina regardless of the state's choice of law rules. There may be a delay before your local utility switches your electricity supply to XOOM. XOOM is not responsible for such delays.

**Contact Information of Person at XOOM That Agreed to Contract Terms:** All residential customers agree to the Agreement electronically through the XOOM Energy Rhode Island website at <https://xoomenergy.com/en/residential/rhode-island>. You can contact XOOM directly by calling 1-888-997-8979, by sending a letter to: XOOM Energy Rhode Island, LLC, 804 Carnegie Center, Princeton, NJ 08540, or by sending an email to [customercare@xoomenergy.com](mailto:customercare@xoomenergy.com).

**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 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.* XOOM will give you 10 days' notice of any Force Majeure occurrence. XOOM may not physically cut off electric service to you.

**Entire Agreement:** This Agreement, including the Contract Summary and the Enrollment Form and/or Welcome Letter, constitutes the entire Agreement and understanding between you and XOOM with respect to its subject matter and superseding all prior written and oral Agreements and representations made with respect to the subject matter.