How To Read Your Bill
Canada Residential Customers

1. Bill Account Number:
   Your Bill Account Number is a 10-digit number that is unique to each account you have with XOOM Energy. You will need this Bill Account Number if you ever call into XOOM Energy Customer Care.

2. Previous Balance:
   The amount of your previous bill that is still unpaid.

3. Contact Information:
   If you have questions regarding your bill, you can reach XOOM Energy by phone, email or online.

4. Total Current Charges:
   The amount that you now owe, after we apply any taxes, adjustments and/or prior payments to your account.

5. Due Date:
   After this date, your payment would be past due.

6. Remittance Address:
   Please send payment to this address.

7. Payment Amount:
   Please enter the amount of your payment.

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8 Utility Contact Information:
Name and phone number of your local utility. You should call this number in case of an emergency.

9 Site ID Number:
Unique number assigned to your service address by the utility.

10 Billing Period:
The time period associated with your bill charges.

11 Commodity Charge:
Amount and rate of commodity used in the billing period.

12 Site Administration Fee:
Monthly fee to cover the administrative costs associated with your bill charges.

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### GENERAL INFORMATION

At XOOM Energy we value our customers!

Have a question or concern? Call our friendly and professional Customer Care team at 888-997-8979 and one of our team members will assist you today.

We want paying your energy bill to be as easy as possible and that's why we offer a Pre-Authorized Payment program. You can login to your MyXOOM account at www.myxoomenergy.ca and signup in no time at all. You'll have one less thing to worry about each month.

Please Note: When calling Customer Care, all calls are recorded for training and quality purposes.

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### Summary of Meter Usage

<table>
<thead>
<tr>
<th>Previous meter-read</th>
<th>Current meter-read</th>
<th>Energy Type</th>
<th>Usage Type</th>
<th>Usage</th>
<th>Reg. Rate</th>
<th>End Rate</th>
<th>Multiplier</th>
</tr>
</thead>
<tbody>
<tr>
<td>07/31/16</td>
<td>08/31/16</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>0.442</td>
<td>0.442</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### XOOM ENERGY CANADA ULC Charges

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Energy Service - 68.20 kWh</td>
<td>$7.79</td>
</tr>
<tr>
<td>Site Administration Fee</td>
<td>$0.40</td>
</tr>
<tr>
<td>Total Charges for this billing period</td>
<td>$8.19</td>
</tr>
</tbody>
</table>

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### Pay Online

On the ‘My Account’ page, click the orange “Pay My Bill” button. You can make a one-time payment with your debit/credit card or sign up for recurring payments and have your bill paid automatically each month.

### Pay By Phone

Call 1-888-997-9370 to make a one-time payment with your debit/credit card.

### Pre-Authorized Payment

Visit us online at myxoomenergy.ca and click “Pay My Bill”.

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### ATCO Electric (ATC) Charges

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transmission - Energy Charge</td>
<td>$7.79</td>
</tr>
<tr>
<td>Site - Base Rate Adjustment</td>
<td>$0.91</td>
</tr>
<tr>
<td>Local access fee - Base Rate Adjustment</td>
<td>$0.33</td>
</tr>
<tr>
<td>Local access fee - Base Rate Property Tax Fee</td>
<td>$0.13</td>
</tr>
<tr>
<td>Distribution - Customer Charge</td>
<td>$0.32</td>
</tr>
<tr>
<td>Local access fee - Local Access Property Tax Fee</td>
<td>$0.17</td>
</tr>
<tr>
<td>Local access fee - Local Access Property Tax Fee</td>
<td>$0.16</td>
</tr>
<tr>
<td>Local access fee - Local Access Property Tax Fee</td>
<td>$0.12</td>
</tr>
<tr>
<td>Total Charges for this billing period</td>
<td>$8.19</td>
</tr>
</tbody>
</table>

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### Taxes / Assessments

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Taxes and Assessments - City/Region Tax (Tax)</td>
<td>$0.31</td>
</tr>
<tr>
<td>Taxes and Assessments - Service Tax (Tax)</td>
<td>$0.00</td>
</tr>
<tr>
<td>Total Charges for this billing period</td>
<td>$8.19</td>
</tr>
</tbody>
</table>