



## XOOM Energy Badging and Accreditations requirements - Ontario

The **Ontario Energy Board (OEB)** requires anyone acquiring Energy customers in Ontario to meet strict Training and Accreditation guidelines. Please review these important notes prior to beginning your XOOM Energy training.

To comply with Ontario Energy Board regulations and be eligible to acquire energy customers, all IBOs must:

Never sell door-to-door.

Complete training and pass the Accreditation Test annually.

Wear a XOOM Energy Ontario badge in each meeting with a potential customer.

Provide your XOOM Energy Ontario business card to each potential customer.

### **Important Notes about the Ontario Accreditation Test:**

80% is the passing grade on the Accreditation Test

You only have two attempts to pass the Accreditation Test

If you fail the Accreditation Test once, you are required to retake both the training and the test

If you fail the Accreditation Test twice, you will not be eligible to acquire Energy customers in Ontario until 12 months have passed and you successfully retake the Accreditation Test.

### **60-Day Rule**

If an IBO has no active sales in Ontario in any 60-day period, they must complete the training again by reviewing a PDF of the content, and retake the Accreditation Test.

The same rules apply to the Accreditation Test whether you are taking it for the first time this year or after a 60-day lapse.

### **Cooling Off Period**

Per Ontario Energy Board regulations, customers have a 10-day cooling off period to reconsider their decision to switch to XOOM Energy:

Neither XOOM Energy nor the IBO may contact the customer about Energy service during this time.

On Day 11, XOOM will text/email the customer requesting they verify enrollment.

On Day 14, if the customer has not verified their enrollment, ACN will issue a rep alert to the IBO.

On Day 45, if the customer has not verified, the enrollment will be cancelled.

**Energy service cannot be activated and customer will not count for points or commissions until verification is received.**

## Training and Accreditation Process

1. Review and complete Ontario Training
2. Pass the Ontario Accreditation Test with an 80% or higher score  
***You only have two attempts to pass the Accreditation Test! Please ensure you have carefully reviewed the Ontario Training material prior to beginning the test. If you fail the test twice, you will not be eligible to acquire Energy customers in Ontario until 12 months have passed and you successfully retake the test.***
3. Affirm statements within the Code of Conduct
4. Create and print your XOOM Energy Canada Badge – Must be worn on the outermost clothing, and must be shown at every meeting with a potential customer.
5. Create and print your XOOM Energy Ontario Business Cards – One business card must be given to each potential customer during the first meeting.

## Ontario Accreditation & Badge

To review training, complete the Accreditation Test, and print your badge and business cards, please visit <https://acn.xoomenergyhub.ca/en/accreditation>.