



IMPORTANT

Third Party Verification process

As mandated by the Ontario Energy Board (OEB), customers must complete a Third Party Verification (TPV) process for each energy account enrolled in Ontario. If a customer is enrolling accounts for both commodities, they must complete the TPV process once for their electricity account, and then separately for their natural gas account.

To avoid unnecessary delays and/or missing accounts, please make sure your customers understand and follow the correct enrollment process:

- 1 Customers can enroll for service with XOOM Energy on your IBO storefront for both electricity and natural gas accounts at the same time.
- 2 Customers will receive a Confirmation Email from XOOM Energy with their Confirmation Number for each account they enroll.
- 3 There is a mandatory 10-day cooling off period in Ontario, with no contact between you and the customer allowed.
- 4 On Day 11, the customer will receive a TPV reminder from XOOM Energy via text and/or email for each account (one for the electricity account, and a separate one for the natural gas account).
- 5 Customers must complete an online TPV for each account type using the link provided in the text or email within 30 days.
- 6 Depending on the utility involved, it can take anywhere from 11 to 45 days for service to switch to XOOM Energy once the TPV process is successfully completed.

Remember, only completing the TPV process for one account, will not satisfy the requirement for completing the TPV for both accounts.
No completion of TPV = No account enrollment.

Save time and trouble, and build your business faster, by ensuring your dual commodity customers successfully complete the TPV process for both electricity and natural gas!

Thank you,
ACN