



Customer Renewals

It is important that you check your PCL monthly to see which of your customers are coming up for renewal. To ensure you maintain these customers as an ACN IBO, we encourage you to proactively reach out to your customers and have them look out for the XOOM Energy renewal communication to avoid missing the renewal deadline.

Advise Your Customer To:

1. Go to <https://xoomenergy.ca/en/renewal>
2. Select your province from the dropdown listing.
3. Choose the appropriate utility and plan type - Variable, Fixed, Renewable – as available.
4. Provide requested information and select a plan.



XOOM Energy Renewal Notice Overview



Electricity

<u>Province</u>	<u>Renewal Notice</u>	<u>Renewal Actions</u>
Alberta	30 Days Notice	If a customer does not renew, their contract will be automatically renewed for a period not exceeding one-year under one of XOOM's available plans at the current price in effect at the time of renewal.
Ontario	30 Days Notice	Affirmative consent required to renew.



Natural Gas

<u>Province</u>	<u>Renewal Notice</u>	<u>Renewal Actions</u>
Alberta	30 Days Notice	If a customer does not renew, their contract will be automatically renewed for a period not exceeding one-year under one of XOOM's available plans at the current price in effect at the time of renewal.
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