



DO's and DON'Ts of ENERGY

RULES

1. Before acquiring energy customers, an IBO must take the accreditation test located in the ACN back office.
2. An IBO may not guarantee savings to a customer, unless it's stated on the website.
3. An IBO may not complete the enrollment on behalf of the customer.
4. An IBO may not submit his/her personal contact information instead of the customer's.

FACTS

1. Deregulation means consumers can choose the supplier and the supply rate of their gas or electricity.
2. The consumer will still pay the utility for the delivery of the gas and electricity.
3. The consumer will still call the utility in case of an emergency, power outage, etc.
4. ACN has partnered with XOOM to market gas and electricity in the United States.
5. XOOM offers both standard and renewable energy.

ENROLLMENT PROCESS

1. Residential and small business customers enroll online.
2. Customers may choose a variable rate (month to month, no commitment) or a locked rate for a fixed period of time.
3. Big businesses are eligible for a custom quote if they use between \$2,000-\$35,000 a month in commodities. A big business may combine multiple locations (even from multiple states) to obtain the best custom quote.
4. To obtain a big business custom quote, fill out a Commercial Lead Pass Form (available in your back office). XOOM energy will then obtain the historical usage information of the customer and make a custom proposal on the IBOs behalf.
5. A business with 5 or more locations may utilize the Multi-Location Form (located on your storefront).
6. Before enrolling energy customers in the state of New York, Rhode Island, Delaware or Ohio, an IBO must print an Energy Badge (available in your back office).