

## Revised Complaint Totals

A previous version of the following table had totals for Massachusetts and Maine in the wrong sections. As such, those totals have been updated. As a result, Maine has no complaints but there are now enrollment complaints for Massachusetts. Accordingly, the table detailing enrollment complaints covers these enrollment complaints for Massachusetts rather than Maine, as Maine now has zero enrollment complaints for the time period of January 2016 - December 2017.

**XOOM Energy Affiliates - Complaints  
January 2016 - December 2017**

	CA	CT	DE	GA	IL	IN	KY	MA	MD	ME	MI	NH	NJ	NY	OH	PA	RI	TX	VA	WDC	TOTAL	
<b>Complaint Type</b>																						
Billing	0	0	0	0	2	0	0	1	5	0	1	1	0	6	1	4	0	19	0	0	40	
Contract Renewal	0	0	0	0	1	0	0	0	0	0	0	1	0	0	2	1	0	1	0	0	6	
Customer Service	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	3	0	0	5	
Deposit Refund / Credit Issue	0	0	0	0	0	0	0	0	4	0	0	0	0	1	0	0	0	1	0	0	6	
Disconnect	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6	0	0	6	
Do Not Call (Telesales)	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	2	
Enrollment	0	5	0	0	28	0	0	7	21	0	5	8	5	42	31	29	0	3	0	8	192	
Failure to Drop	0	0	0	0	2	0	0	1	0	0	2	0	0	2	5	1	0	1	1	0	15	
Improper Sales Rep Behavior	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	2	
Misrepresentation	0	0	0	0	7	0	0	0	1	0	0	2	0	0	7	1	0	0	0	0	18	
Rates	0	0	0	0	5	0	0	1	2	0	1	0	1	8	3	3	0	5	0	4	33	
Start / Stop Service	1	0	0	0	5	0	0	0	1	0	1	2	0	1	4	4	0	1	0	2	22	
<b>TOTAL</b>	<b>1</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>51</b>	<b>0</b>	<b>0</b>	<b>10</b>	<b>34</b>	<b>0</b>	<b>11</b>	<b>16</b>	<b>6</b>	<b>60</b>	<b>54</b>	<b>43</b>	<b>0</b>	<b>40</b>	<b>1</b>	<b>14</b>	<b>347</b>	

## Enrollment Complaint Details

**NOTES: Channel Partner Information**

D2D channel partners utilized by XOOM Energy Affiliates are EGC, LLC, Energy Group Consultants, Entrust, Surge, and NAVC  
 MLM channel partners are ACN and SUnx  
 Telesales channel partner is Premier Energy

**Actions taken on representatives as a result of Compliance Investigations Include:**

- de-certification: requires a suspension period, re-training, and re-accreditation
- de-activation: representative is removed from campaign and not eligible for re-hire or hire with any channel partner XOOM Energy Affiliates may engage with in the future.

**Key - Dispositions**

- Confirmed** - confirmed unauthorized enrollment
- Claim Denied** - enrollment information (ie. eIDVerify) or TPV verified enrollment was authorized
- Billing** - unauthorized enrollment claim unfounded - customer's complaint was around billing
- Explanation** - explanation provided to customer
- Rates** - unauthorized enrollment claim unfounded - customer's complaint was around rate
- Rescind** - enrollment cancelled within rescission period
- Retracted** - complaint retracted by customer
- Unresponsive** - sales representative unresponsive to investigation request

ILLINOIS	D2D	Disposition	MLM	Disposition	Telesales	Disposition
Jan 2016			1	Unresponsive		
Feb 2016			1	Confirmed		
Mar 2016						
Apr 2016			1	Rates		
May 2016						
Jun 2016			1	Explanation		
Jul 2016			1	Rates		
Aug 2016			2	Rates		
			1	Confirmed		
Sept 2016			1	Rates		
Oct 2016			1	Rescind		
Nov 2016						
Dec 2016			1	Explanation		
Jan 2017	1	Claim Denied	2	Rates		
Feb 2017			1	Rates		
Mar 2017						
Apr 2017						
May 2017						
Jun 2017						
Jul 2017						
Aug 2017						
Sept 2017			1	Claim Denied		
Oct 2017	1	Rescind			1	Claim Denied
		Rescind				
		Confirmed				
Nov 2017	3	Claim Denied	1	Claim Denied		
		Rescind (2)				
Dec 2017	3	Confirmed	3	Claim Denied		

MARYLAND	D2D	Disposition	MLM	Disposition	Telesales	Disposition
Jan 2016						
Feb 2016			3	Rates		
Mar 2016			1	Usage		
Apr 2016						
May 2016			1	Rates		
			1	Unresponsive		
			1	Claim Denied		
			1	Unresponsive		
Jun 2016			1	Rescind		
Jul 2016			1	Rates		
Aug 2016			1	Usage		
Sept 2016			2	Explanation		
Oct 2016			1	Rates		
Nov 2016						
Dec 2016						
Jan 2017						
Feb 2017			1	Confirmed		
Mar 2017			2	Rates		
Apr 2017						
May 2017						
Jun 2017			1	Claim Denied		
Jul 2017						
Aug 2017						
Sept 2017						
Oct 2017			1	Rates		
Nov 2017			1	Claim Denied		
Dec 2017			1	Confirmed		

MASSACHUSETTS	D2D	Disposition	MLM	Disposition	Telesales	Disposition
Jan 2016						
Feb 2016						
Mar 2016						
Apr 2016						
May 2016						
Jun 2016						
Jul 2016						
Aug 2016						
Sept 2016						
Oct 2016						
Nov 2016			1	Rates		
Dec 2016						
Jan 2017						
Feb 2017			1	Unresponsive		
Mar 2017			2	Confirmed		
Apr 2017			1	Confirmed		
			1	Unresponsive		
May 2017						
Jun 2017						
Jul 2017						
Aug 2017						
Sept 2017			1	Explanation		
Oct 2017						
Nov 2017						
Dec 2017						

NEW HAMPSHIRE	D2D	Disposition	MLM	Disposition	Telesales	Disposition
Jan 2016						
Feb 2016						
Mar 2016						
Apr 2016						
May 2016						
Jun 2016						
Jul 2016						
Aug 2016						
Sept 2016						
Oct 2016						
Nov 2016						
Dec 2016						
Jan 2017						
Feb 2017						
Mar 2017						
Apr 2017						1 Confirmed
May 2017						2 Confirmed
						1 Claim Denied
Jun 2017						2 Confirmed
Jul 2017						1 Claim Denied
Aug 2017						
Sept 2017						1 Explanation
Oct 2017						
Nov 2017						
Dec 2017						

NEW YORK	D2D	Disposition	MLM	Disposition	Telesales	Disposition
Jan 2016			1	Confirmed		
			2	Rates		
Feb 2016			1	Confirmed		
Mar 2016			1	Rates		
Apr 2016			1	Unresponsive		
May 2016			1	Rates		
Jun 2016			1	Explanation		
Jul 2016			3	Rates		
Aug 2016			1	Confirmed		
			1	Rates		
Sept 2016			2	Explanation		
Oct 2016			1	Rates		

OHIO	D2D	Disposition	MLM	Disposition	Direct Web	Disposition
Jan 2016						
Feb 2016			1	Claim Denied	1	Claim Denied
			1	Rates		
Mar 2016			1	Retracted		
Apr 2016			1	Unresponsive		
May 2016			1	Billing		
			1	Rescind		
Jun 2016			1	Unresponsive		
Jul 2016			2	Rates	1	Rates
Aug 2016			1	Rates		
Sept 2016			1	Confirmed		
			1	Claim Denied		
Oct 2016			1	Rates		

PENNSYLVANIA	D2D	Disposition	MLM	Disposition	Telesales	Disposition
Jan 2016			1	Claim Denied		
			1	Confirmed		
Feb 2016			1	Rates		
			1	Rates		
Mar 2016			1	Claim Denied		
Apr 2016						
May 2016						
Jun 2016			1	Rates		
Jul 2016						
Aug 2016			1	Rates		
Sept 2016			1	Rescind		
Oct 2016			1	Rates		

Nov 2016	1	Confirmed
	1	Rates
	1	Confirmed
Dec 2016	1	Rates
	3	Rates
	1	Unresponsive
Jan 2017	1	Confirmed
Feb 2017	1	Rates
		IBO
Mar 2017	1	Unresponsive
Apr 2017		
	3	Claim Denied
May 2017	1	Rates
Jun 2017	1	Rates
Jul 2017	1	Rates
Aug 2017	1	Explanation
Sept 2017	2	Confirmed
Oct 2017	1	Rates
Nov 2017	1	Claim Denied
	3	Claim Denied
Dec 2017	1	Unresponsive

Nov 2016				
Dec 2016				
Jan 2017	1	Claim Denied	2	Rates
Feb 2017			1	Confirmed
Mar 2017			1	Rates
Apr 2017			1	Rates
May 2017			1	Claim Denied
Jun 2017			3	Rates
Jul 2017				
Aug 2017			1	Confirmed
Sept 2017	1	Claim Denied	1	Rates
Oct 2017			1	Rates
Nov 2017	1	Claim Denied		
Dec 2017			1	Unresponsive

Nov 2016						
Dec 2016						
Jan 2017			2	Rates		
Feb 2017						
Mar 2017						
Apr 2017						
May 2017			1	Confirmed		
Jun 2017			2	Rates		
Jul 2017			1	Claim Denied	1	Confirmed
			1	Confirmed		
Aug 2017			1	Retracted	1	Confirmed
Sept 2017			1	Rates		
			2	Confirmed		
Oct 2017			1	Claim Denied	1	Claim Denied
Nov 2017	1	Claim Denied	1	Claim Denied	1	Claim Denied
			1	Claim Denied	1	Claim Denied
Dec 2017					1	Claim Denied
					1	Retracted