

**Board Staff Interrogatories**

**XOOM Energy ONT, ULC  
("XOOM")**

**Gas Marketer and Electricity Retailer  
Licence Applications**

**EB-2016-0226 & EB-2016-0227**

**August 25, 2016**

1. Ref: Section 9 and Section 10 of the Gas Marketer & Electricity Retailer Licence Application Form – Intended Services and Markets and Intended Market Activity
  - a) What types of channels will XOOM use to market natural gas and retail electricity (i.e. direct mail, telephone renewals, internet, etc.)?
  - b) How many agents does XOOM intend to use?
2. Ref: Section 13 – Technical Resources – Technical resource staff or contractors with appropriate qualifications and experience in marketing natural gas.
  - a) Please explain how XOOM will ensure customer information will be kept confidential. Please provide a detailed plan outlining the measures and processes that are in place or will be put in place.
  - b) What type of training (if any) will be provided to XOOM staff in relation to compliance with the legal and regulatory obligations in the Ontario energy market? Please provide a detailed plan.
3. Ref: Section 15 – Key Individual Information – Personal Experience in Energy Sector & Legal Proceedings
  - a) How will adherence to legal and regulatory obligations in Ontario be monitored by XOOM staff? Please describe in detail the processes and procedures in place or to be put in place to monitor compliance with legal and regulatory obligations.
  - b) Please provide XOOM's plan to ensure compliance with its legal and regulatory obligations in the Code of Conduct for Gas Marketers and Electricity Retailers and the *Energy Consumer Protection Act, 2010*.
  - c) Please describe the processes and procedures in place or to be put in place to expeditiously investigate and resolve complaints as required in the Code of Conduct for Gas Marketers and the Electricity Retailers Code of Conduct.

- d) Please describe the staff, policies, processes and procedures in place or to be put in place to ensure compliance with the legal and regulatory obligations in Ontario. Please provide the names, titles and contact information of all individuals that will be accountable for compliance, complaint handling, and quality assurance and describe fully their expertise in this area. If work experience descriptions of these individuals have not already been provided please include them with the response to these interrogatories.