

Reply to the Attention of	Julia C. Loney
Direct Line	403.531.4717
Email Address	julia.loney@mcmillan.ca
Our File No.	235486
Date	September 12, 2016

DELIVERED VIA COURIER AND EMAIL

Ontario Energy Board
P.O Box 2319
2300 Yonge Street, 27th Floor
Toronto, ON M4P 1E4

Attention: Board Secretary

Dear Ms. Kirsten Walli:

**Re: XOOM Energy ONT, ULC Applications for Natural Gas Marketer
and Electricity Retailer Licence Applications (the “Applications”)
(File Nos. EB-2016-0226/EB-2016-0227)**

Please find enclosed XOOM Energy ONT, ULC’s responses to the Interrogatories from Ontario Energy Board (“OEB”) with respect to the above-noted Applications.

In accordance with Rule 10 of the OEB Rules of Practice and Procedure, XOOM requests that its responses to certain of the OEB Interrogatories be made confidential. The reason for requesting such confidentiality is that XOOM’s responses to these interrogatories include sensitive business information that XOOM would like to keep private. Disclosure of this information to the public and XOOM’s competitors in the industry would be detrimental to XOOM’s business and future operations within the province of Ontario and elsewhere. In respect of this request, the enclosed responses to the OEB Interrogatories are provided in both of the following forms: (a) a confidential un-redacted version of the responses for OEB review and (b) a redacted version of the responses that can be placed on the public register.

Please do not hesitate to contact the undersigned should you have any questions or concerns.

Yours truly,

A handwritten signature in blue ink that reads "Julia Loney". The signature is fluid and cursive, with the first name "Julia" and last name "Loney" clearly distinguishable.

Julia C. Loney

JCL/sa
Encl.

XOOM ENERGY ONT, ULC

GAS MARKETER LICENCE APPLICATION

EB-2016-0226

ELECTRICITY RETAILER LICENCE APPLICATION

EB-2016-0227

**RESPONSES TO INTERROGATORIES OF
THE ONTARIO ENERGY BOARD**

September 12, 2016

Defined Terms: All references to XOOM used herein refer to XOOM Energy ONT, ULC, the applicant for the licences and all references to the Board or the OEB refer to the Ontario Energy Board.

Reference and Interrogatory:

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.)?

Response:

[REDACTED]

b) How many agents does XOOM intend to use?

Response:

[REDACTED]

Reference and Interrogatory:

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.

Response:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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.

Response:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Reference and Interrogatory:

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.

Response:

[REDACTED]

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.

Response:

[REDACTED]

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.

Response:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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[REDACTED]

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.

Response:

[REDACTED]

[REDACTED]

[REDACTED]

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