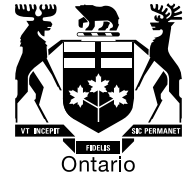


**Ontario Energy Board**  
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Toronto ON M4P 1E4  
Telephone: 416- 481-1967  
Facsimile: 416- 440-7656  
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**BY E-MAIL**  
**parker.tinsley@xoomenergy.com**

**November 12, 2018**

Parker Tinsley  
Regulatory Specialist  
XOOM Energy ONT, ULC  
11208 Statesville Road, Suite 200  
Huntersville NC 28078

Dear Mr. Tinsley:

**Re: XOOM Energy ONT, ULC**  
**Application for an Electricity Retailer Licence**  
**OEB File Number EB-2018-0297; and**  
**Application for a Gas Marketer Licence**  
**OEB File Number EB-2018-0298**

The Ontario Energy Board (OEB) received XOOM Energy ONT, ULC's (XOOM) applications for an electricity retailer licence and a gas marketer licence on October 18, 2018. The applications will be decided by an employee of the OEB who has been delegated this authority pursuant to section 6 of the Ontario Energy Board Act, 1998 (Delegated Authority). The Delegated Authority intends to make a decision on the applications without holding a hearing.

The OEB cannot start processing your applications until you file the following information:

**1. Section 14. Legal Proceedings, Question (g)**

This section requires the applicant to provide a number of customer complaints filed with the OEB within at least last two years. XOOM has provided information only for the 2<sup>nd</sup> Quarter of 2018.

- a. Please confirm that there were no other complaints filed.

- b. Please describe how XOOM has resolved the customer complaint.
2. Exhibit 11 (b), Section 2. (1) Contracting with Customers  
In this section XOOM stated that it “intends to enroll customers **primarily** [emphasis added] through electronic enrollment over the internet...”  
Please identify all sales channels that XOOM intends to use to enroll customers.
3. Describe how XOOM intends to ensure compliance with its legal and regulatory obligations in Ontario. In your response describe the staff, policies, processes and procedures in place or to be put in place to ensure compliance. Please provide the names and titles of all individuals that are or will be accountable for compliance, complaint handling and/or quality assurance and describe fully their expertise in each applicable area.

The OEB will resume processing your applications once the above information has been filed. If the above information is not filed within 30 days of the date of this letter, the OEB may close the files for these applications.

Once your applications are complete, the Delegated Authority expects to issue a final decision on your applications within 75-90 days.

In the event the Delegated Authority decides to deny or otherwise modify the relief you requested in your applications, you will be given an opportunity to provide comments. The Delegated Authority will consider your final comments, if any, prior to issuing a decision and order.

Any questions relating to this letter or your applications should be directed to Irina Kuznetsova, Advisor at +1 (416) 440-8138 or Irina.Kuznetsova@oeb.ca. Please refer to the OEB file numbers noted above in all future correspondence to the OEB regarding your applications.

Yours truly,

*Original signed by*

John Pickernell  
Manager, Applications Administration