

Maryland Office of People's Counsel
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* * * **NEWS RELEASE** * * *

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IMPORTANT CONSUMER PROTECTION NOTICE
XOOM ENERGY CUSTOMERS MAY BE ENTITLED TO A
REFUND DUE TO CONSUMER PROTECTION VIOLATIONS;
CUSTOMERS MUST RESPOND QUICKLY

(April 13, 2018): Certain residential customers of XOOM Energy Maryland, LLC are entitled to a refund from XOOM Energy, a licensed electric and gas supplier in Maryland. **Residential electric or gas customers who received electric or gas supply from XOOM Energy may be eligible for a refund.**

XOOM Energy sent out Notices of the refund eligibility to customers on March 27, 2018, stating that refund requests must be returned within 30 days, or by April 26, 2018. The Office of People's Counsel encourages ALL FORMER AND CURRENT customers of XOOM Energy to look for the Notice, and request a refund immediately if they believe they are eligible.

"Many households in Maryland were hit with a double whammy during the polar vortex winter of 2013-2014," said Paula Carmody, People's Counsel for the State of Maryland. "The winter cold meant an increase in energy usage, but it also brought an unexpected, and in many cases, an unjustified, increase in the *price* of electricity or gas bought from energy suppliers. After a lengthy investigation, the Public Service Commission has agreed with the Office of People's Counsel that XOOM Energy Maryland, LLC violated PSC consumer protection regulations. These

regulations contain important rules for contracts with automatic renewal (evergreen) terms, and require that customers receive advance notice of material changes in contract terms and information about how to cancel the contract if customers do not like the new terms. Unfortunately, XOOM Energy customers did not receive that important information, and customers were billed variable, not fixed, rates. This is not right at any time, but for these customers, the rates increased dramatically at one of the worst times.”

The Office of People’s Counsel has put together a FACT SHEET, which will be available on the OPC website at www.opc.maryland.gov or by calling OPC at 800-207-4055 for a hard copy.

The Maryland Office of the People’s Counsel is an independent state agency which represents residential consumers of regulated utility services including electric, gas, telecommunications, and water services, before the Maryland Public Service Commission, other state and federal agencies and the Courts.

xxxx End of OPC Press Release xxxx