



## Big Business Program FAQs

### What qualifies as a Big Business Program customer?

Commercial customers who spend more than \$17,000 annually on the commodity portion of the energy bill qualify as a Big Business Program customer.

### What is the commodity portion of the bill?

This is your total cost for supply. For most customers that are still using their local utility for their supply, this portion of your bill is sometimes referred to as your “Price to Compare” when considering offers from Retail Energy Suppliers like XOOM Energy. The commodity portion of your bill does not include the utility’s distribution charges and/or any other monthly fees or surcharges.

For Natural Gas customers, this is typically a line item on your invoice denoting total usage for the month multiplied by a price per therm, dekatherm (DTH), GJ, or MCF. The unit of measure may vary depending on your utility.

For Electricity customers, this can be a single line item or group of line items that make up your total supply cost. The total usage multiplied by a price per kilowatt hour (kWh) will be your supply cost. Be sure to exclude the utility’s distribution charges and/or any other monthly fees or surcharges.

You can always ask your local utility company what your “Price to Compare” is if it is not clear on your bill.

### **How does the Big Business Program work?**

Complete the Big Business Lead Pass form. Once forms are completed, fax or email them to the ACN/XOOM Energy Commercial contact information. Be sure to use the fax and email provided or they will not be processed. Along with any required LOA's, please provide a copy of the most recent utility invoice for each account. The data will be reviewed for completeness and sent to XOOM Energy. Once XOOM receives the forms, an Energy Specialist will reach out to you while working to prepare a customized rate proposal for your review.

### **Can more than one location be combined to meet the annual threshold?**

Yes, as long as there is only one financially responsible party for all the locations, XOOM Energy will be able to combine the usage to meet the minimum Big Business requirement.

### **How long does the process take?**

A XOOM Energy Specialist should be reaching out to you within 1 business day of receiving the lead pass forms. The average time to provide a quote is 7-10 business days, however it can take longer depending on the utility.

### **Do the Big Business Lead Pass forms vary by utility?**

Yes, it is important to use the forms associated with the specific utility. This will ensure that the correct information is collected in order for XOOM to create a proposal.

**What happens if the BBP Lead Pass is not completely filled out or there is missing documentation?**

The BBP Lead Pass will not be accepted and a new completed BBP Lead Pass with all the supporting documents will have to be resubmitted.

**If 12 months of billing is needed in my utility and/or there are multiple accounts, can summary billing be sent in?**

No, for gas markets where we are not able to retrieve pre-enrollment usage, XOOM Energy needs to have 12 months of concurrent billing statements for EACH account in order to create a Big Business Proposal.