

Maryland Office of People's Counsel
6 St. Paul Street, Suite 2102
Baltimore, Maryland 21202
www.opc.maryland.gov

* * * **NEWS RELEASE** * * *

Contact: Paula M. Carmody
People's Counsel
Paula.carmody@maryland.gov
Theresa V. Czarski
Deputy People's Counsel
Theresa.czarski@maryland.gov
(410) 767-8150

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

(December 28, 2016): Certain residential customers of Xoom Energy Maryland, Inc. are entitled to a refund from Xoom Energy, a licensed electric and gas supplier in Maryland. **A residential electric or gas customer who resides in the service territories of BGE, Pepco, Delmarva Power, SMECO, or Washington Gas Light Company, and received electric or gas supply from Xoom Energy may be eligible for a refund.**

Xoom Energy is sending out Notices of the refund eligibility to customers now, stating that refund requests must be returned within 30 days, or by January 23, 2017. 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 for a refund.

"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