



Important Changes are Coming to Your Constellation Account

0001V1 *****AUTO**5-DIGIT 60514 T1 P1 *** **



<First Name> <Last Name>
<Address Line 1>
<Address Line 2>
<City> <State> <Zip>

Re: **Customer Number: XXXXXXXXX-X**

Dear <Customer Name>,

We're excited to announce upcoming changes to your Constellation account. Here are some of the changes you will see:

- 1 NEW Account/Customer Number:** Your Constellation account number will change. Your account is being moved to a new billing platform, which will require a change to your Constellation account/customer number. This change will occur on January 28, 2019. You will continue to use your existing account/customer number until your enhanced invoice arrives. Additionally; if you have a My Constellation account, there is no action required on your part. You will continue to log into the site and manage your account. If you are new to My Constellation and need help locating your account/customer number, please use the tool at constellation.com/myinfo which will be available after January 28, 2019.
- 2 NEW Payment Provider:** We will also have a new payment provider, Paymentus. With this new payment provider, you will now be able to schedule payments in advance! If you are enrolled in autopay or have scheduled a payment, your current credit card or ACH information will automatically be moved over to the new payment provider. No action is required on your part. We will also be unable to accept any credit card or ACH payments between January 24, 2019 through January 28, 2019. If your payment is scheduled between these dates, please be advised it will draft from your bank account on or after January 28, 2019. You can still mail in your payment and you will not incur any late fees or disconnect notices during this time. Please note that you will need your new account number to make a payment with our automatic payment system. Your new account number can be obtained by utilizing the tool at constellation.com/myinfo which will be available after January 28, 2019.
- 3 NEW Bill Design:** A new, easier-to-read bill will also be sent out for bills created after January 28, 2019. **We've included a sample bill, labeled so you can easily find important information.**

We've also set up some additional information on our website to help you navigate through these changes. Simply go to constellation.com/tx-bill-pay for additional resources or to chat with one of our helpful Customer Care representatives.

Sincerely,

Customer Care Team

(Over)



Understanding your Constellation Electric Bill

Designed to give our Texas customers all the important billing information they need in an easy-to-read-format.

Constellation
An Exelon Company

123 MAIN STREET
ANYTOWN, TX 00000-0000

PUCT Certificate # 10014
Rate Plan: Fixed Price Solutions
ESIID: 000000000000000000
Service Period: 11/09/2018 to 12/11/2018
Contract: 09/12/2018 to 09/11/2019
Statement Number: 0000000000

HOW WE CALCULATED YOUR BILL
See reverse side for detailed description of charges

Onco Electric Company Charges \$XXX.XX
Tax Charges \$X.XX
Total New Charges \$XX.XX
Contract Charges \$X.XX

CONSUMPTION HISTORY
Bar chart showing monthly usage from Dec to Dec. Current month's reading is highlighted.

MONTHLY USAGE
Current Month: XXX KWH
▲ X.X% from last year
Last Month: XXX KWH
Last Year: XXX KWH

Statement Date: 12/13/2018
Customer Number: 000000000-X

Amount Due by 12/31/2018 \$XXX.XX
Amount Due After 12/31/2018 \$XXX.XX

Previous Balance: \$XX.XX
Payments Since Last Invoice: \$XX.XX
Unpaid Balance: \$XX.XX
Late Payment Penalty: \$XX.XX
Credit/Adjustments: \$XX.XX
Total New Charges: \$XX.XX

AMOUNT ENCLOSED \$

MAKE CHECKS PAYABLE TO:
CONSTELLATION NEW ENERGY, INC.
PO BOX 5471
CAROL STREAM IL 60197-5471

PUCT Certificate # 10014

YOUR ESI ID

YOUR CUSTOMER NUMBER

YOUR DUE DATE AND TOTAL AMOUNT DUE

GRAPHICAL DISPLAY OF HOW YOUR ELECTRICITY BILL IS ALLOCATED

- **Energy Charges:** A charge based on the electric energy (kWh) consumed.
- **TDU Surcharges Approved by PUC:** Charges by your local TDSP for power delivery.
- **Usage Charge/Credit:** A per ESI ID fee assessed when the energy consumption value is less than or equal to the specified amount per billing period.
- **Sales Tax and Assessments:** Federal, state, local, or municipal taxes. Plus, regulated assessment fees and charges.

GRAPHICAL DISPLAY OF YOUR CURRENT AND HISTORICAL USAGE

This is a sample bill.

YOUR REMIT COUPON

Return this coupon when paying by mail. If you are an AutoPay customer you will see the message shown to the right.

STATEMENT ONLY - DO NOT REMIT PAYMENT

Your bill amount will be automatically withdrawn from your bank account on the published "Payment Due" date.

See next page for an explanation of the information on Page 2 and Page 3 of your bill

Statement Date: 12/13/2018
Customer Number: 000000000-X

HAVE A QUESTION OR EMERGENCY?
To Contact Your Local Utility
To report outages and emergencies to your regulated TDU
Please call:
Oncor Electric Company **1-888-313-4747**

Amount Due by 12/31/2018 \$XXX.XX
Amount Due After 12/31/2018 \$XXX.XX

For Customer Care Contact Constellation
Website: <https://www.constellation.com/TX-info>
Email: CustomerCareTX@Constellation.com
Phone: **1-888-900-7052**
Address: PO Box 49111, Houston, TX 77210-4911

Meter Number	Previous Meter Read Date	Current Meter Read Date	# Days	Previous Meter Read	Current Meter Read	Demand	Meter Multiplier	kWh
0000000000	11/09/2018	12/11/2018	32	XXXXX	XXXXX	0	1	XXX ACTUAL

CURRENT CHARGES

Contract Charges	Quantity	Rate	Amount
Energy-Fixed Price*	XXX.XX KWH	\$X.XXXXXXX/KWH	\$XX.XX
Subtotal Contract Charges			\$XX.XX
Tax Charges			
City Sales Tax	XXX.XX	\$X.XXXXXXX	\$X.XX
PUC Assessment Reimb	XXX.XX	\$X.XXXXXXX	\$X.XX
Gross Receipts Reimb	XXX.XX	\$X.XXXXXXX	\$X.XX
Subtotal Tax Charges			\$X.XX

Page 2 of 3

Other Ways to Pay Your Bill

Online
Manage your account at:
<https://my.constellation.com/>

Phone
Call 1-888-900-7052 for our 24/7 phone payment option

Other
Cash Payments
Please visit <https://secure.money-gram.com/> to find the nearest vendor.
Online Bill Pay
Please use the stub and payable to Name, Address and Customer Number.

YOUR LOCAL TRANSMISSION AND DISTRIBUTION UTILITY (TDU) CONTACT INFORMATION

This is where you can call directly to report a power outage or emergency situation.

METER READ INFORMATION

Current and previous meter readings as provided by your TDU.

OTHER WAYS TO PAY

Three alternative ways to pay your bill.

YOUR AVERAGE PRICE PER KWH

REFERENCE INFORMATION ABOUT THE TERMS USED ON YOUR ELECTRICITY BILL

This is a sample bill.

DETAILED BILLING INFORMATION FOR CURRENT ACTIVITY

What are TDU Surcharges? TDU Surcharges are what your local Transmission and Distribution Utility (TDU) charges each meter (ESI ID) for the cost of maintaining electricity poles & wires, meters, storm restoration, etc. These charges are approved by the Public Utility Commission of Texas and are passed through to you without any markup. These charges apply to all residential meters (ESI IDs), serviced by the TDU, regardless of who the retail electric provider is. The TDU charges are displayed under a separate section on the monthly bill under the description "TDU Surcharges," so it's easier to distinguish the Energy Charges from your local utility company charges.

DETAILED PAYMENT INFORMATION

MESSAGE CENTER

Used to provide important information from Constellation, your TDU, or the Public Utility Commission of Texas (PUC).

Statement Date: 12/13/2018
Customer Number: 000000000-X

Amount Due by 12/31/2018 \$XXX.XX
After 12/31/2018 \$XXX.XX

CURRENT CHARGES (Cont)

Oncor Electric Company Charges	
Oncor Electric Company Surcharges Non Taxable*	\$X.XX
Oncor Electric Company Surcharges*	\$XX.XX
Subtotal Oncor Electric Company Charges	\$XX.XX
Total New Charges	\$XX.XX

The Average Price you paid for electric service this month = \$X.XXXXXX per Kilowatt-hour
* included in the calculation of Average Price per kWh
** Miscellaneous Adjustments credits and debits applied to the account since the previous invoice, including but not limited to deposits, fees or fee waivers, invoice credits such as promotional or Refer-A-Friend, etc.

Recent Payment History

11/22/2018	CNV Cash Payment	-\$XX.XX
------------	------------------	----------

NOTICE TO OUR CUSTOMERS
The Public Utility Commission of Texas (PUCT) would like you to know that, if you believe this bill contains unauthorized charges, please contact Constellation NewEnergy, Inc. at **1-888-900-7052** to dispute such charges. If you are not satisfied you may file a complaint with the PUCT at, P.O. Box 15326, Austin, Texas 78711-3326; (512) 936-7120 or toll-free in Texas at (888) 782-8477. Hearing and speech-impaired individuals with text telephones (TTY) may contact the commission at (512) 936-7136. Complaints may also be filed electronically at <http://www.puc.state.tx.us/consumer/complaint/Complaint.aspx>
PUCT Certificate # 10014
For billing questions or to cancel your service, please contact Constellation at: Phone: **1-888-900-7052**; Fax: 1-866-477-8576; Email: customer-care@constellation.com. Customer Service is available Monday through Friday from 7:00am to 8:00pm and Saturday from 8:00am to 5:00pm (CST) or you may visit us online at www.constellation.com/TX-info
If you are on a variable rate plan your rate/kWh may increase or decrease on a monthly basis. Visit www.constellation.com/TX-m2m to view current month to month variable rates. If you would like to avoid these fluctuations go to www.constellation.com/TX-info and renew on your account on a Fixed Rate Contract.

DEFINITIONS

- TDU - Oncor Electric Company Transmission Distribution Surcharges
- Min Usage Fee - assessed when the energy consumption value is less than or equal to the specified contract kWh amount per billing period.
- kW - Kilowatt, the standard unit for measuring electricity demand, equal to 1,000 watts.
- kWh - Kilowatt-hour, the standard unit for measuring electricity energy consumption, equal to 1,000 watt-hours
- Assessments - Includes Gross Receipts Reimb. and PUC Assessments Reimb
- Avg. Price - Average price you paid for electric service this month (in cents per Kilowatt hour)
- For a comprehensive list of billing terms, please visit www.constellation.com/TX-billterms

Page 3 of 3