



P.O. Box 4911 Houston, TX 77210-4911

Important Changes are Coming to Your Constellation Account

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

Re: Customer Number: XXXXXXXXXXX

Dear < Customer Name>,

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

- 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.
- 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





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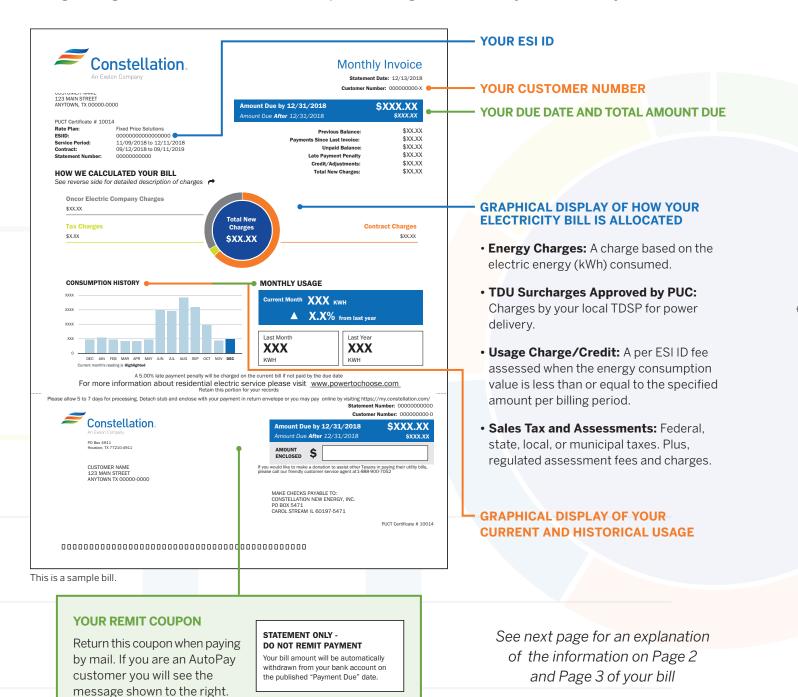






Understanding your Constellation Electric Bill

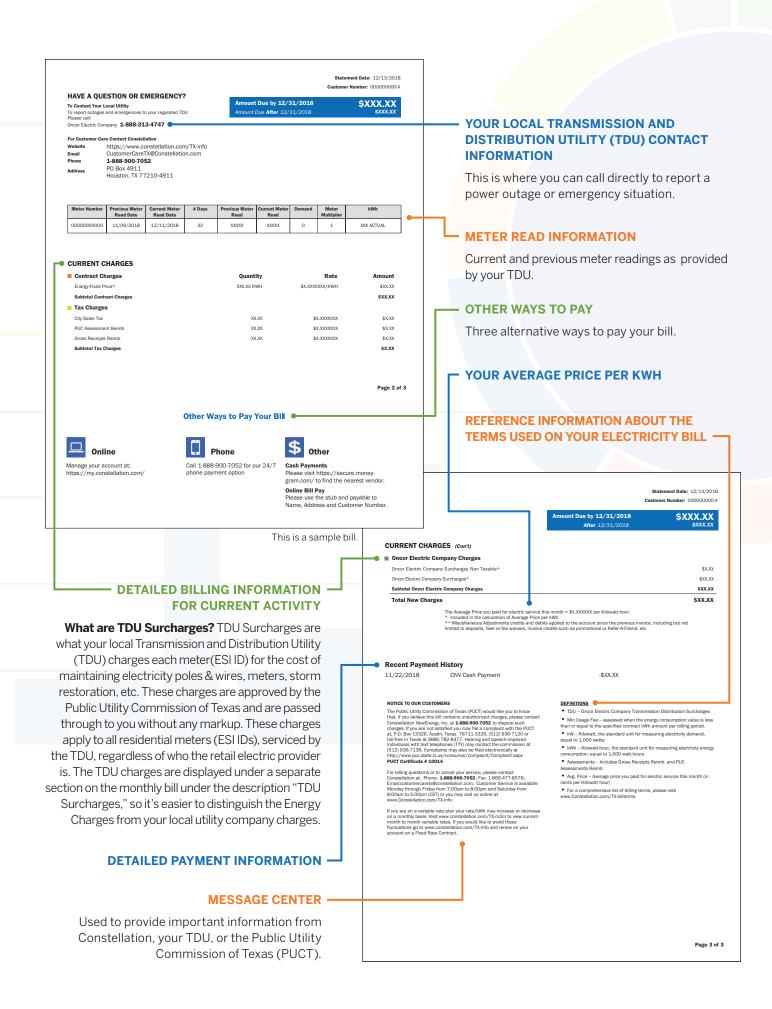
Designed to give our Texas customers all the important billing information they need in an easy-to-read-format.



Call **888-900-7052** or email **customercaretx@constellation.com** to contact us or for questions about your bill Visit **my.constellation.com** to pay your bill online







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