

Your Guide to My Constellation

The new, mobile-friendly way to manage your energy account



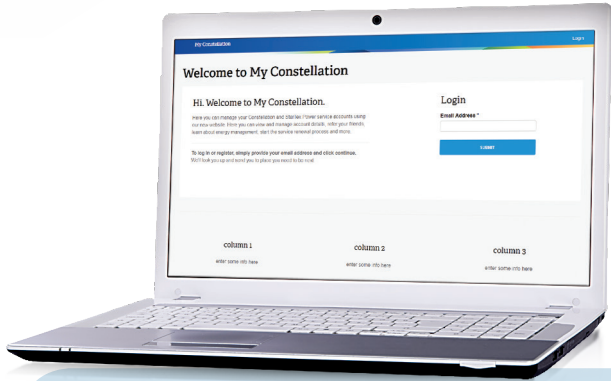
Constellation®

An Exelon Company

America's energy choice®

Welcome to My Constellation

This guide provides detailed step-by-step instructions for logging into My Constellation as a new user and a returning user. It also details the steps used to set up Auto Pay and scheduled payments.



 Get started at my.constellation.com

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Logging into My Constellation: *New Users*

- 1 **Navigate to my.constellation.com**
- 2 **Enter your email address and click “Submit”**
 - Please note that you must have access to this email address in order to register for My Constellation
 - If you have an email address used for billing with Constellation, please register your My Constellation account using the same email
- 3 **You will be redirected to a page titled “Create a My Constellation Profile”**
 - A. Follow the steps on screen to **register as a new My Constellation user**
 - B. As a part of the registration process, you will be required to **enter a verification code**
 1. After entering your email address, click the on-screen button “Send verification code”
 2. You will receive an email verification code from “Microsoft on behalf of Constellation”
 3. Enter the code from the email into the registration screen and click “Verify Code”
 - If you do not receive the verification code, click on the “send new code” button
 - C. Click the **“Create” button** at the bottom of the registration screen to complete your My Constellation registration and create your profile
- 4 **You will be directed to the main My Constellation page to login using your newly registered email**



Logging into My Constellation: *Returning Users*

- 1 **Navigate to my.constellation.com**

- 2 **Enter your email address and click “Submit”**

- 3 **You will be redirected to a sign-in page**

- A. The email address entered on the previous screen will be pre-populated into the Email Address field
- B. Enter your My Constellation password and click “Sign In”

Linking Your Service Account: *New Users*

- 1 **After logging into My Constellation, you will be taken to the My Profile page**
- 2 **If we were able to find any service accounts associated with your email address, they will be displayed under “My Service Accounts”**
 - Click on “View Dashboard” to view your account details
- 3 **If we were unable to find any service accounts associated with your email address, you will see an on-screen message: “No service accounts were found. Click here to add an existing service account.”**
 - Click on the message or on the button “Add existing service account”

- 4 **You will be re-directed to the “Find your service account” page where you can find your service account and link it to your newly created profile.**

STEP 1: What is your service account zip code?

- Enter the zip code for your service account address and click on the “continue” button

STEP 2: Enter your Constellation Account ID

- Enter your Constellation customer number and click on the “continue” button

STEP 3: Verify your name and email address

STEP 4: Enter a name for your service account

- This step is optional and if nothing is entered, the service address will be displayed as the account name
- Click “Add my service account”

STEP 5: You will be redirected to the Dashboard page for the newly registered account



Setting up Auto Pay

- 1 From the Dashboard page for a selected service account, click on “Enroll in Auto Pay” from within the My Bill section.
- 2 Once you are on the Auto Pay page, you will see informational text that describes the process and informs you of your next payment date once you enroll.
 - This date will change every month as it is your next bill due date

- 3 In the Payment Method section, you will see any credit card or ACH data you have on file
 - If you do not have any payment information on file, you can click on the “Add New” link to enter in your payment details.
 - A. You will see an option to **add either a debit or credit card** and an option to **enter electronic check information**
 - B. Select the appropriate option and **click the “continue payment process” button**
 - C. A separate secure window will open to allow you to **enter your payment details and save them to our secure payment partner**. Follow the instructions on-screen to enter in the required payment detail.
 - D. Your new payment method will be **displayed in the Payment Method section**
- 4 Select the payment method you wish to use for Auto Pay from within the Payment Method section and click “continue”
- 5 Your Auto Pay information will be shown on screen for you to review, including the date of your next payment and the payment method you have selected. If all the information is correct, click on “Enroll in Auto Pay”
- 6 You will see an on-screen message telling you your enrollment was successful, and receive an email confirmation of your Auto Pay enrollment.





Making a One-time Payment

1 From the Dashboard page for a selected service account, click on the Green payment button within the My Bill section

- This button will say either “Make a Payment” or “Pay Ahead” depending on the current status of your account

2 Once you are on the one-time payment page, use the fields in the “One-Time Payment Details” section to select your payment amount and date

- By default, your current balance is shown but you can overwrite this amount with the dollar amount you would like to pay
- The payment date will default to the current date but can also be overwritten to schedule a payment to take place in the future

3 In the Payment Method section, you will see any credit card or ACH data you have on file

- If you do not have any payment information on file you, can click on the “Add New” link to enter in your payment details.

- A.** You will see an option to add either a debit or credit card and an option to enter electronic check information.
- B.** Select the appropriate option and click the “continue payment process” button
- C.** A separate secure window will open to allow you to enter your payment details and save them to our secure payment partner. Follow the instructions on-screen to enter in the required payment detail.
- D.** Your new payment method will be displayed in the Payment Method section

The payment information for your account can be found below. The payment amount will default to your current account balance and the date will reflect today's date - simply enter the payment amount and date that works for you.

One-Time Payment Details			
Current Balance	Payment Date		
\$0.00	February 6, 2018		
Edit >	Edit >		

Payment Method				
	Type	Expiration Date	Name on Account	Edit >
	Discover ending in 0012	12/2022	Sam Test	Delete >
+ Add New				
+ Make One Time Payment Without Saving Wallet Item				

4 Select the payment method you wish to use for your payment from within the Payment Method section and click “continue”

5 Your payment information will be shown on screen for you to review, including the payment amount, date and method you have selected. If all the information is correct, click on “Continue”.

6 After your payment has processed or been scheduled, you will receive an on-screen confirmation including your payment details and your confirmation number. You will also receive an email confirmation.

- If you have scheduled a payment, you will receive an email confirmation acknowledging that you scheduled a payment as well as an email confirmation on the date the payment is processed.

Making a one-time immediate payment without saving a wallet item

- 1** You can also make an immediate, one-time payment without saving your credit card or check information to your My Constellation wallet for future use. To make a one-time payment without saving a wallet item, simply click on the “Make One Time Payment Without Saving Wallet Item” link.
 - A.** A separate, secure modal window will open to allow you to enter your payment details
 - B.** Click “Submit” within the modal to make your immediate, one-time payment
 - C.** You will see your one-time payment confirmation details within the secure window and also receive a confirmation by email
 - D.** Click on the X in the upper right corner of the window to be returned to your service account dashboard page

Our team is here to care for you

Questions? We're here to help.

You can count on our Customer Care Team to answer your question and provide outstanding service. Help is just a call or click away. Plus, our online tools, like our Frequently Asked Questions, are available to you after regular business hours, seven days a week.



GEORGIA CUSTOMERS

1-877-677-4355

MON – FRI, 8 AM – 6 PM EST

customercarega@constellation.com



**Chat with our Customer Care Team members
online from 8 a.m. to 6 p.m.**

For additional assistance and
instructions, please visit

www.constellation.com/agl-bill-pay



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