

Dear Valued Customer,

Thank you for continuing to be a valued Constellation customer. Your safety and that of our employees is our top priority, and we wanted to assure you that we are closely monitoring developments related to the coronavirus (COVID-19) pandemic and taking necessary precautions to protect the health and safety of our customers and colleagues.

While we are continuing to operate primarily business as usual, we are prepared to take necessary actions to support our customers, employees and business partners. Please be assured that we have robust plans and contingencies in place to ensure business continuity across a wide range of potentially disruptive events, including extensive preparedness for any major public health crisis.

In the meantime, here are a few simple actions and tools to keep in mind:

- **Is your energy usage changing?** - If business operations at your location(s) will be changing significantly in response to COVID-19 with impacts to your energy usage; e.g., suspending operations, closing a campus, or shutting down a facility, please let us know right away so we can adjust load forecasts and/or schedule appropriately to avoid additional costs or penalties. You can contact your Constellation representative directly, or:
 - Power customers can call us at **844-636-3749** or email us at CustomerCare@constellation.com
 - Gas customers can call us at **844-200-3427** or email us at GasCustomerCare@constellation.com
- **Managing Your Account Online** - The Energy Manager portal is a convenient way to access your account remotely 24/7 to view transactions, check balances, make payments and more. We've made several enhancements that make it easier than ever to manage your account digitally. Visit energymanager.constellation.com to login or sign up.
- **Virtual vs. In-Person Interactions** - We will attempt to accommodate necessary in-person meetings but based on company travel restrictions you'll see a reduction in the frequency of our in-person visits, meetings and events in the short term. Your representative might be unable to meet with you face-to-face, with more online interaction.
 - Constellation continues to offer its convenient [eSignature](#) tool for execution of agreements. Your representative can assist you as appropriate.

We will continue to closely monitor the situation and evaluate additional measures to support our customers and communities as needs arise. We wish everyone safety and health as we navigate these challenging times.

Sincerely,
Mark P. Huston
President, Constellation - Retail

©2020 Constellation Energy Resources, LLC. The offerings described herein are those of Constellation NewEnergy, Inc. or Constellation Energy Services - Natural Gas, LLC affiliates of each other and ultimate subsidiaries of Exelon Corporation. Brand names and product names are trademarks or service marks of their respective holders. All rights reserved. Errors and omissions excepted.