

# **Exelon Energy eBilling Center Frequently Asked Questions**

## **Viewing Invoices**

### **How do I view Invoices Online?**

From the **Main Menu** page, select the “**View Invoice**” option. This will return a list of the most recent invoices for each of your accounts.

From this screen, select **View Invoice** for each desired account to view a list of previous invoices. Simply select the invoice you wish to view.

You will be able to view up to 24 months of history; however, this history will only begin to accumulate once you begin using the system.

### **How do I read my invoice?**

You can find instructions to understanding your invoice with the following links:

[Understanding your Electric Invoice - Illinois Customers](#)

[Understanding your Electric Invoice - Pennsylvania Customers](#)

[Understanding your Natural Gas Invoice](#)

[Understanding your Budget Bill Invoice](#)

### **How can I view important Exelon Energy invoice inserts and disclosure documents?**

You can find insert and disclosure information with the following links:

[Environmental Disclosure](#)

### **How do I View Payment History Online?**

From the **Main Menu** page, select the “**View Payment History**” option. This will return up to 6 months of payment history for each of your accounts. Please note that only payments made through applications powered by Western Union Speedpay are presented here.

### **What if I can't view my Invoice?**

Please call our Customer Care Team to resolve the problem and to request a copy of your invoice. Representatives are available by calling 800-261-4301.

## [Making Payments](#)

### **How do I make a One Time Payment Online?**

From the **Main Menu** page, select the **"One Time Payment"** option. This will return a list of the most recent invoices for each of your accounts.

Enter the desired payment amount for each of these invoices. You can make a payment for one, all, or just a few of your accounts. The total amount of your payments will appear at the bottom in the **Payment Amount Total**.

Select **Continue** at the bottom of the page to proceed to the **"One Time Payment"** screen, where you will enter your account and banking information. Once you review and select the **"Make a Payment"** button, your payment will be submitted and a confirmation number will be provided. You will also receive a confirmation email.

### **Can I make recurring Payments?**

Yes, recurring payment plans can be set up to pay your **current amount due** on the **invoice due date**.

Please note that a recurring payment plan must be set-up one account at a time, since each account may have different invoice due dates.

From the **Main Menu** screen, select the **"Manage Recurring Payment Plans"** option. This will take you to the **"Manage Recurring Payment Plans"** Screen.

This screen will allow to you to select the specific account for which you want to set up a recurring payment plan. When you select the desired account, you will proceed to the **"Recurring Payment Plan"** screen.

You will need to complete the information in this section. When this is complete, you will have the ability to review and confirm your payment plan before submitting. The confirmation page will provide you with a summary of payment plan details as well as a confirmation number. You will also receive a confirmation email.

### **What payment methods can I use to pay my bills?**

You can make a payment directly from your checking, savings, or money market account. Credit Cards and Debit Cards are currently not accepted.

### **Is there a dollar limit on my Payment?**

The minimum payment amount is \$1.

### **How quickly will my bills be paid?**

If we receive your payment request prior to 6:00PM EST, your payment will be applied to your account the next business day. If we receive your payment request after 6:00PM EST, your payment will be applied on the 2nd business day. In either case, your payment will be

processed much faster than using mail service. Payments made through the eBilling Center are processed for Exelon Energy by Western Union Speedpay.

**Will I be charged any fees for insufficient funds?**

Yes, Exelon Energy charges a Returned Payment fee of \$30 when your payment is returned for insufficient funds. This is incremental to any fees your own bank may charge.

**Will I receive confirmation of payments?**

Yes. Once your payment is submitted, you will receive a confirmation page containing a confirmation number. You will also receive a confirmation email.

**Can I add or delete bank account information?**

Yes. From the **Main Menu** screen, select the "**Manage Wallet**" option. This will allow you to add additional bank accounts from which your invoices can be paid. You can also delete existing account information.

## Going Paperless

### **Am I required to Discontinue Paper Invoices?**

No, there is no requirement that paper invoices be discontinued when using the eBilling Center to view and/or pay invoices; however, you will not receive email alerts that your invoice is available unless paper invoices are discontinued.

### **How do I Discontinue Paper Invoices?**

From the **Main Menu** screen, select the “**Discontinue Paper Invoices**” option. This will take you to a screen that will allow you to make this selection. You will also be required to provide an email address. This will allow you to receive notifications that your invoice is available to view in the eBilling Center. Please note that once you provide this email address, you will receive a test email from [exelonenergy@westernunionspeedpay.com](mailto:exelonenergy@westernunionspeedpay.com) to confirm that it is accurate.

### **Can I Turn Paper Statements back on?**

Yes. From the **Main Menu** screen, select “**Resume Paper Invoices**”. This will allow you to receive paper statements, if you had previously chosen to discontinue them.

### **Will I Receive Email Notifications on Invoice Activity?**

Yes, you will receive some - or all - of the following email notifications, based on the services you use.

1. Your invoice is available to view online
2. Your payment has been confirmed
3. Set-up and deletion of Recurring Payment Plans
4. Other administrative notifications

## Security

### **Who is Western Union Speedpay?**

Western Union Speedpay offers electronic payment services to clients, allowing their customers to view their bills electronically and make payments through a variety of different channels.

### **How secure is my payment and personal information?**

Please refer to Western Union Speedpay's Privacy Policy

### **How does Western Union Speedpay protect you?**

Please refer to Western Union Speedpay's Privacy Policy

## Customer Support

### **What should I do if I forget my password or if I am locked out?**

Please contact the Exelon Energy Customer Care Team at 800-261-4301. They can also be accessed via the following link:

<http://www.exelonenergy.com/service/Pages/default.aspx>