

QUICK START GUIDE

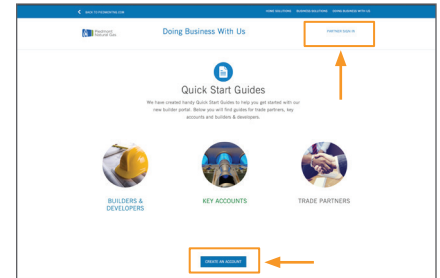
Builders, Developers, General Contractors

PIEDMONT NATURAL GAS BUILDER PORTAL



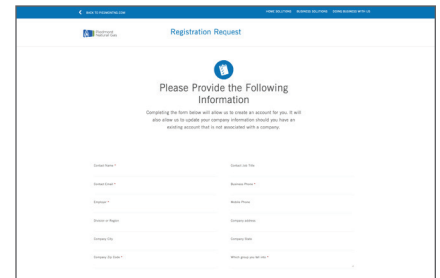
Doing Business with Us

Go to gasadvantage.piedmontng.com/doing-business-with-us and click on “Creating an account” or the “Partner Sign In” link.

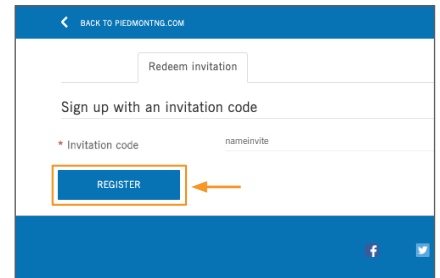


Creating an Account

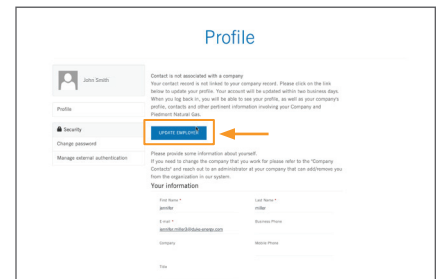
Complete the form to request an invitation to the Gas Advantage Portal. You will receive an email verifying your request was received. Your request will be processed within two (2) business days.



Once you've received your invitation email, click the link to begin your registration. Enter your company email address and select a new Gas Advantage password. Click on “Register” to complete your account registration.



After completing your registration, you can view and complete your profile or choose other options.



If you are not associated with a company, you will be asked to complete the “Update Employer” form. You will receive a confirmation email upon completion of the form.

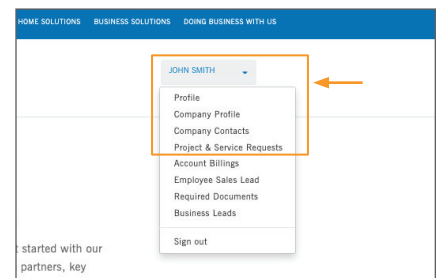
Profile

If you have not completed a profile, you will be directed to do so after logging in. Otherwise, you will be directed to the “Resources for Residential Builders” section.

To view your profile, simply click your name and select “Profile” from the dropdown menu. Here, you can choose from:

- Profile
- Company Profile
- Company Contacts
- Project and Service Requests

By creating an account, your company and billing address will auto-populate when submitting requests for underground service, saving you time.



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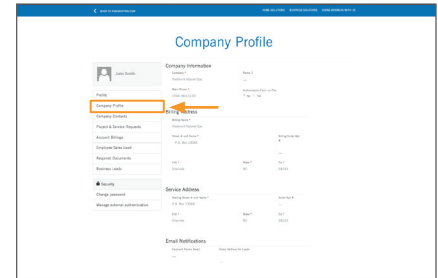
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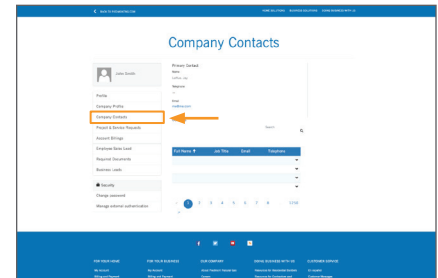
Company Profile

Your Company Profile is where you'll view your company's information, including the company address and billing and service location information. Any changes need to be sent to SalesCoordinators2@duke-energy.com.



Company Contacts

The Company Contacts page lists the primary contacts associated with your company and their individual contact preferences. When contacts need to be added or deleted, please send an email to SalesCoordinators2@duke-energy.com, with detailed information to update.



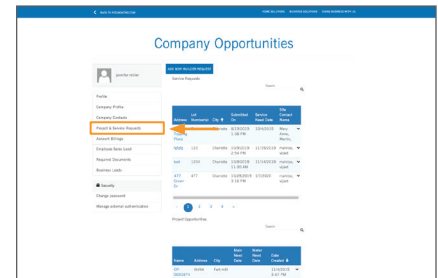
Creating a New Service Request

To create a new service request, select the "Project and Service Request" tab. This will take you to the "Company Opportunities" page. From there, click the "Add New Builder Request" button at the top of the page and complete the required fields on the tabs listed below. Select "next" as you complete each section:

- Service Address
- Property Details
- Natural Gas Equipment

The information saved in your Profile will auto-populate the online service request form, as well as the Site Contact tab. You may change any information that is different from your standard profile. When you're finished, click "Submit."

Once the new request has been submitted, it will appear in the lists of Service Requests and Project Opportunities on the "Company Opportunities" page.



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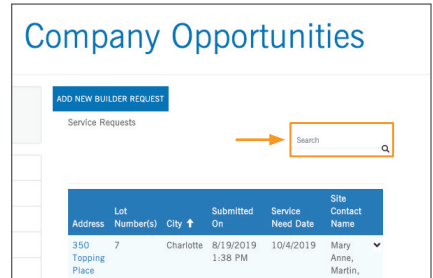
Finding a Service Request

To search for an existing service request, select the “Project and Service Requests” tab. This will take you to the “Company Opportunities” page. Requests associated with you and your company will appear here.

Additionally, the “Search” box in the upper right area of each category will allow you to search for any existing requests. You can search for requests by identifiers such as:

- Address: Search by street name or street number. Use the wild card (*) before and after the name of the road (for example: *Topping*, or *5555*).
- Lot Number
- City
- Site Contact

Once the service request is located, click on the address (shown in blue), and this will display the request details. If you search for a project opportunity, click on the name (shown in blue). This displays the opportunity details and allows you to upload CAD files directly into the request and submit for review.



Adding a CAD File

To upload a CAD file onto a project opportunity, select the “Add CAD File” button. Ensure the following fields are filled out accurately, and attach the file.

- Document Type – should be set to CAD File
- Opportunity – the opportunity currently open

Acceptable file types include .dwg, .dfs, .cad, .pdf.

