

TIPS FOR MORE ACCURATE NEW ACCOUNT SET UP

PG&E's Business Customer Service Center at (800) 468-4743

Getting new accounts set up accurately and in a consistent manner for homebuilders has sometimes been a challenge, particularly when there are multiple divisions within a particular corporation. The following tips are designed to help avoid some of the pitfalls and to help coach you through to getting the accounts set up correctly from the beginning.

Oftentimes, we see new accounts for the same premise set up separately for gas and electric service. We also find bills for a new premise mailed to the site address instead of the correct billing address (corporate office). All of these issues can be avoided by understanding how the initial account set up can be processed correctly and in a consistent manner.

There are some things you can do to help PG&E set your accounts up accurately and in a way that will greatly help your Accounts Payable department better manage your accounts. Here are some tips:

TIP 1: Provide a consistent company name. To ensure your accounts are set-up correctly and managed together under your company name, select one consistent name, and have all of your superintendents use that name. An example would be “ABC Home Inc” vs. “ABC Homes” vs. “ABC” vs. “ABC Home Corporation” vs. “ABC Home Corp,” etc...

TIP 2: Always provide a Federal Tax ID number. Different divisions under the same homebuilder may have different Federal Tax IDs and different mailing addresses. In order to ensure that your accounts are grouped accurately according to your division and mailed to the correct billing office for each division, please have the appropriate Federal Tax ID number available and provide PG&E with this number when calling in to request new service.

TIP 3: Be specific about how you want the new account to be set up. If you are requesting gas and/or electric service for a new premise/site, please emphasize whether you would like the gas and electric service to be billed together on one bill or billed separately. Having the gas and electric service billed together on one bill under one Account ID may be easier for your accounts payable department.

TIP 4: Be specific about linking or not linking new service to existing accounts. If you do not want service for the new site to be linked to any other existing premise (as this would create a multiple-premise account, also known as a summary bill), please emphasize that you do not want the new premise to be billed with any existing bill or Account ID. Ask that the new premise be billed separately on its own new Account ID. Often times, when new service for a site is linked or billed together with another site, it can cause accounting problems for your accounts payable department, especially if the premises under the same bill are from different Divisions.

TIP 5: Confirm the Mailing Address. If you do not want the new bill to be sent to the premise or physical site but to be mailed to a different mailing address, please specify this request clearly and provide that mailing address to our customer service representative upon the start service request.

We appreciate the opportunity to work with you and thank you for your cooperation as we work together to improve our process to set up your new accounts accurately.

If you have any questions, please contact your Corporate Account Developer Rep. You are also encouraged to contact **PG&E's Business Customer Service Center at (800) 468-4743.**