

QUICK START GUIDE

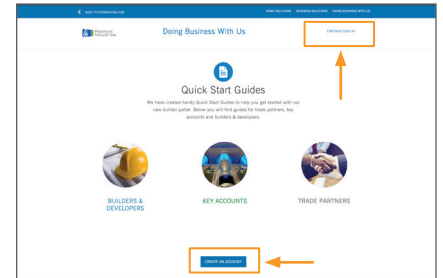
Trade Partners

PIEDMONT NATURAL GAS BUILDER PORTAL



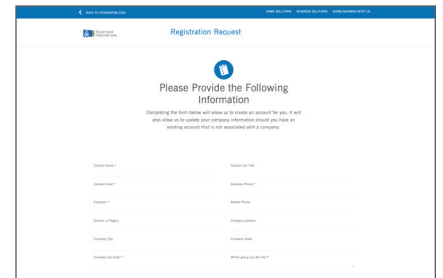
Doing Business with Us

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

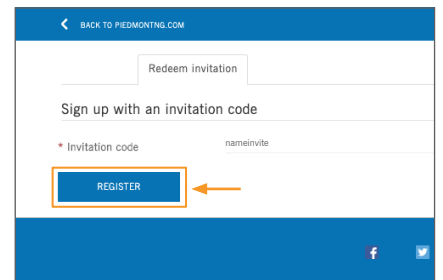


Creating an Account

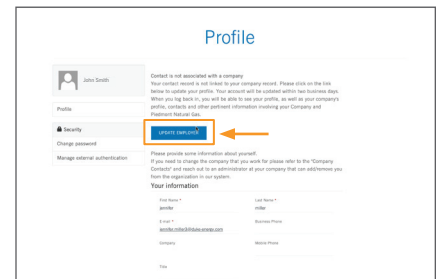
Complete the form to request an invitation to the Gas Advantage Portal. You will receive an email verifying your request was received. Your request will be processed within two (2) business days.



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.

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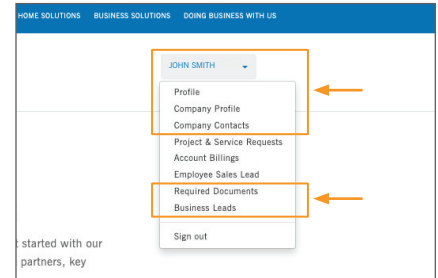
Profile

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:

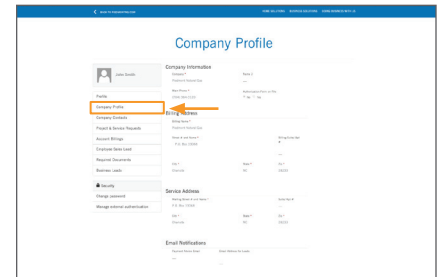
- Profile
- Company Profile
- Company Contacts
- Required Documents
- Business Leads

By creating an account, you will always know the status of your company displaying on our website, whether active or inactive. You'll also be able to receive and submit new leads.



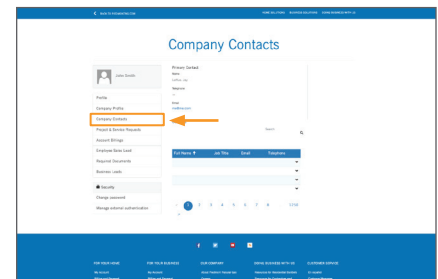
Company Profile

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 PartnerFinancing@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 PartnerFinancing@duke-energy.com, with detailed information to update.



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Required Documents

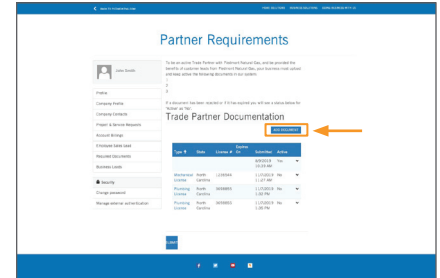
In the Partner Requirements area, you can upload and maintain the documentation required to maintain your status as an active trade partner with Piedmont Natural Gas. These include:

- Current copy of Certificate of Insurance
- Current copy of Contractor License, per type and per state

If you would like to participate in the Customer Finance Program, we also require an IRS W-9 and an Automated Clearinghouse Enrollment form to be on file.

To add a new document, click the “Add Document” button under “Trade Partner Documentation.” Complete the required fields on the form, attach your document and select “Submit.” Before starting, ensure you have a soft copy of any documents you need to upload.

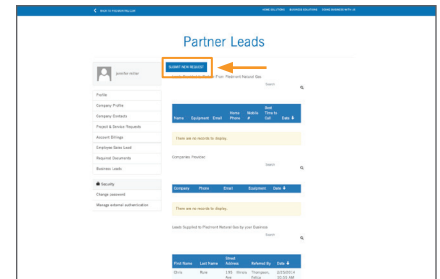
Please note: If you were a trade partner on the previous version of the Piedmont Natural Gas website, you will need to resubmit all your required documents and current licenses to be set up on the new site.



Creating a New Lead

To submit a new lead, select the “Business Leads” tab. This will take you to the “Partner Leads” page. From there, click the “Submit New Request” button at the top of the page.

Submit a new request by completing the “Discover Natural Gas” form with the customer’s request information. Your company’s information will be captured from your profile.



Finding a Lead

To search for previously submitted leads, select the “Business Leads” tab. This will take you to the “Partner Leads” page. Business leads associated with you and your company will appear here. You can view:

- Homeowner leads provided to you or your company by Piedmont Natural Gas
- Business leads provided to you or your company by Piedmont Natural Gas
- Leads supplied to Piedmont Natural Gas by you or your business

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

- Customer name
- Address
- Company name 2

Note: Use the wild card (*) before and after the search criteria when only a portion of search criteria is known (for example: *Place*).

