

# Builder Services MSO Billing Applications



SDG&E's Builder Service Portal (BSP) offers an online solution for customers ready to apply for a Billing Application for their Master Service Order (MSO) jobs.

## Navigating the Tab

Login to the Builder Services Portal and look for the tab titled Billing Application

- The tab will appear only on projects with an MSO job.
- It can be accessed from the project or MSO job – either way shows the same information.

## View eligible meters

- An aggregate list of all meters on MSO jobs for a project are shown on the tab.
- By default, the tab will show the MSO meters eligible for a Billing Application.
- Filter to View All to see meters that have already been processed for a Billing Application.

## View Eligible (default)

## View All

MSO Address List

Once advised by SDG&E, select the addresses you want to submit a billing application for and click the Generate Billing Application button. Once all required documentation is submitted, a billing account will be created for the addresses submitted.

Once processed, the Billing App Date will be populated, and the address will no longer be available to select. Please note it may take 7 days for this change to occur. DO NOT submit addresses more than once, as this will cause delays in processing your request.

Below are your MSO addresses eligible to be submitted for a billing application through the SDG&E Special Services Desk. To see all MSOs on your project, including addresses that already have a processed billing application, use the filters.

Sort By: Service Type | Filter By: View Eligible | Generate Billing Application

Job Number	Service Type	Address	Lot/Bldg	Premise ID	Billing App Date
<input type="checkbox"/> 300000123456	Electric	9876 ROSE WAY	3	2000078789	▲
<input type="checkbox"/> 300000123456	Electric	9878 ROSE WAY	3	2000078785	▲
<input type="checkbox"/> 300000123456	Electric	9879 ROSE WAY	3	2000078784	▲
<input type="checkbox"/> 300000123456	Electric	9880 ROSE WAY	3	2000078786	▲
<input type="checkbox"/> 300000345678	Gas	9876 ROSE WAY	3	2000078789	▲
<input type="checkbox"/> 300000345678	Gas	9878 ROSE WAY	3	2000078785	▲
<input type="checkbox"/> 300000345678	Gas	9879 ROSE WAY	3	2000078784	▲
<input type="checkbox"/> 300000345678	Gas	9880 ROSE WAY	3	2000078786	▲
<input type="checkbox"/> 300000678910	Electric	5678 TULIP DRIVE	4	2000056123	▲
<input type="checkbox"/> 300000678910	Electric	5679 TULIP DRIVE	4	2000056124	▲
<input type="checkbox"/> 300000678910	Electric	5680 TULIP DRIVE	4	2000056125	▲

MSO Address List

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Below are your MSO addresses eligible to be submitted for a billing application through the SDG&E Special Services Desk. To see all MSOs on your project, including addresses that already have a processed billing application, use the filters.

Sort By: Service Type | Filter By: View All | Generate Billing Application

Job Number	Service Type	Address	Lot/Bldg	Premise ID	Billing App Date
<input type="checkbox"/> 300000876543	Electric	555 GARDEN DRIVE	9	2000056871	08/07/2023 ✓
<input type="checkbox"/> 300000876543	Electric	555 FLOWER ROAD	9	2000078111	08/07/2023 ✓
<input type="checkbox"/> 300000876555	Electric	9879 LILAC AVE	9	2000028777	07/05/2024 ✓
<input type="checkbox"/> 300000876555	Electric	9888 LILAC AVE	9	2000028778	07/05/2024 ✓
<input type="checkbox"/> 300000876543	Electric	4597 OAK GROVE		2000078700	07/05/2024 ✓
<input type="checkbox"/> 300000876543	Electric	4587 OAK GROVE	9	2000078701	07/05/2024 ✓
<input type="checkbox"/> 300000876543	Gas	555 GARDEN DRIVE	10	2000056871	08/15/2023 ✓
<input type="checkbox"/> 300000876543	Gas	555 FLOWER ROAD	10	2000078111	08/24/2023 ✓
<input type="checkbox"/> 300000678910	Electric	5678 TULIP DRIVE	10	2000056123	09/05/2023 ✓
<input type="checkbox"/> 300000123456	Electric	9876 ROSE WAY	3	2000078789	▲
<input type="checkbox"/> 300000123456	Electric	9878 ROSE WAY	3	2000078785	▲

**Eligible** = has Premise ID + does not already have a Billing Application

# Builder Services MSO Billing Applications



## Submitting the Billing Application

### Make Selections

- Select the meters you would like to submit for a Billing Application.
- Meters submitted together will be on the same bill. If you would like meters on separate bills, submit a Billing Application for the specific set of meters you would like on each bill.

### Generate Billing Application

- Once you have made your selections, click the *Generate Billing Application* button.
- Enter your contact information into the pop-up. An SDG&E team member will reference these details to contact you with any questions or to request necessary information.

The screenshot displays a web interface for submitting billing applications. At the top, there are dropdown menus for 'Sort By' (set to 'Job Number') and 'Filter By' (set to 'View Eligible'), along with a green 'Generate Billing Application' button. Below this is a table with the following columns: Job Number, Service Type, Address, Lot/Bldg, Premise ID, and Billing App Date. The first row of the table is circled in green, indicating a selection. The table contains 13 rows of data, all with a checkmark in the first column and a red triangle in the last column. A pop-up window titled 'Generate Billing Application' is overlaid on the right side of the table. It contains the following text: 'Populate the contact information associated with this billing application. Click Send to submit your selections to the Special Services Desk.' Below this text are five input fields: 'Company Name \*', 'Contact Name \*', 'Mailing Address \*', 'Phone Number \*', and 'Email Address \*'. At the bottom right of the pop-up are two buttons: 'Exit' and 'Send'.

<input checked="" type="checkbox"/>	Job Number	Service Type	Address	Lot/Bldg	Premise ID	Billing App Date
<input checked="" type="checkbox"/>	300000123456	Electric	9876 ROSE WAY	3	2000078789	▲
<input checked="" type="checkbox"/>	300000123456	Electric	9878 ROSE WAY	3	2000078785	▲
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<input checked="" type="checkbox"/>	300000678910	Electric	5680 TULIP DRIVE			

# Builder Services MSO Billing Applications



## Next Steps


### Refer to your Confirmation Email

- The logged-in BSP customer who submitted the Billing Application will receive a confirmation email. It will have a PDF attached showing the list of meters submitted.

### Allow Time For Processing

- SDG&E will process your request within 7 business days. Once your request is complete, the Billing Application will be marked as complete in the BSP for the addresses provided.
- DO NOT submit the same addresses twice. This will cause delays.

**New MSO Billing Application Received**  
From: [specialservicesdesk@sdge.com](mailto:specialservicesdesk@sdge.com)  
To: Logged in BSP Customer

 New MSO Billing Application Received.pdf  
136 KB

Thank you for submitting a Master Services Order (MSO) Billing Application through the Builder Services Portal. See attached for a list of addresses submitted.

Once all required documentation is submitted, your request will be processed within 7 business days. DO NOT submit addresses more than once, as this will cause delays in processing your request.

Here's what happens next:

- SDG&E will process your request and reach out to you for any other required information.
- Once your request is complete, the billing application will be marked as complete in the Builder Services Portal for the addresses provided.

If you have any questions or issues with this information, please contact your planner or the Special Services Desk at [specialservicesdesk@sdge.com](mailto:specialservicesdesk@sdge.com).

Thanks,  
Special Services Desk

**SDGE Builder Services**

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Thanks,  
Special Services Desk

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300000123456	Electric	9880 ROSE WAY	3	2000078786
300000345678	Gas	9876 ROSE WAY	3	2000078789

## How to submit a Billing Application for MSOs

- Login/register for the Builder Services Portal (BSP) for seamless access to the BSP features.
- Navigate to the Billing Application tab.
- Select eligible meters and submit directly to SDG&E.



For more information visit  
[sdge.com/builder-services](https://sdge.com/builder-services)