



How to Acquire your new **PSEG Long Island Customer Account Number**

Overview:

Only a PSEG Long Island customer can obtain their customer account number.

The following instructions are to help a PSEG Long Island customer acquire their account number for new electric service. For example, a customer will need their account number when setting up new service for projects such as electric vehicle (EV) charging stations, because it is required to close out the project with PSEG Long Island.

Disclaimer

Due to privacy restrictions, PSEG Long Island cannot share the account number with anyone other than the Customer of Record (COR). PSEG Long Island has a standard process in place for customers to prove they are the COR to get this information. For this reason, electrical contractors, developers, or any other parties, are unable to acquire this information on behalf of the customer.

Steps:

- 1.** The COR will need to gather the following information and/or materials:
 - a.** Copy of charge letter (provided by PSEG Long Island). This will include relevant information including the Building and Renovation Services (BRS) Notification Number.
- 2.** A commercial customer can request their account number by reaching out to the PSEG Long Island Business First Hotline at **1-800-966-4818**.
- 3.** The customer service representative will have the caller verify their identity through a few different options such as:
 - a.** Customer name
 - b.** COR/company name
 - c.** Position at said company
 - d.** Email address and/or phone number associated with the billing profile

Note: The service must be energized for the PSEG Long Island Business First Hotline to provide the account number. If you are working with a Distribution Design Planner (information found in the charge letter), confirm the service is energized. We advise waiting 24-48 hours between when the service is energized and calling the Business First Hotline.