Wisconsin Public Service

Builder Portal Reference Guide

WPS

Contents

Signing in to the portal

1. Go to **www.wisconsinpublicservice.com/partners/builders**. Select **Builder Portal**.

2. You should see the sign-in screen. Enter your email address and password. Select **Sign in**.

Portal home screen

You have three options on the home screen of the Builder Portal.

1. **Service requests** — Search or add service requests.
2. **My builder profile** — Update builder profile, contact list and sub-contractor list.
3. **Sign out**.

NOTE: First-time users, update your profile by selecting **My builder profile**.

Tip: Save time in your service request by adding a project manager and primary contact.

Service requests screen

Searching service requests — You can enter specific information to search for a service request. Details may be entered in any of the below fields:

- Service request ID
- Service request description
- Contractor name
- Energy company
- Status

Adding a service request

1. Select **Add service request**.

2. Application/contract information section:
   a. Service request description — Enter words that describe the new service request.
   b. Choose **Residential, Commercial,** or **Subdivisions**.
   c. Identify the type(s) of service(s) needed.
   d. Select **Continue**.

3. Service request ID is generated. Fill out the following tabs with the appropriate information:
   - Application/Contact info
   - Job information
   - Service information
   - Verify info/Authorize
   - Comments/Contact us

NOTE: You can save your progress by selecting Save and fill in the information later. You may also cancel and/or delete the service request using the buttons in the upper-right corner. You cannot delete the service request after it is submitted.

My builder profile screen

Builder information screen — Contains three unique tabs for updating the contractor information, contact list and sub-contractor list.

Builder information tab — Contains the contractor contact information, phone numbers, email addresses and addresses.

Updating builder information:

1. Update the **Legal business name** and/or **Website URL** in the fields, if necessary.
2. Select **Save**.

Updating builder phone numbers

1. Select **Add phone number +**.

2. Select the primary checkbox if you want to make the additional phone number the primary number. Fill in the **Type, Description** and **Phone number**. Select the plus button to save.

Builder phone numbers					Add phone number ✚
Primary ⇕	Type ⇕	Description ⇕	Phone number ⇕		Actions
☐	Select a type ⌄				✚ ✖
☑	Business ⌄	PRIMARY	(555) 555-5555		🗑
☐	Business ⌄	SECONDARY	(111) 111-1111		🗑

Updating builder email address(es)

1. Select **Add email address**.

Builder email address(es)			Add email address ✚
Primary ⇕	Description ⇕	Email ⇕	Actions
☑	PRIMARY	Test@Test.com	🗑

2. Select the primary checkbox if you want to make the additional email address the primary email address. Fill in the **Description** and **Email**. Select **Add email address +** to save.

Builder email address(es)			Add email address ✚
Primary ⇕	Description ⇕	Email ⇕	Actions
☐			✚ ✖
☑	PRIMARY	Test@Test.com	🗑

Updating builder address(es)

1. Select **Add address +**.

Builder address(es)			Add address ✚
Primary ⇕	Description ⇕	Address ⇕	Actions
› Yes	Branch Location	123 Test Way, Test City, WI 12345	🗑

2. Select the primary checkbox if you want to make the additional address the primary address. Fill in the **Description, Address 1, City, State** and **ZIP code**. Select **Create address +** to save. (Required fields are highlighted and contain an asterisk.)

NOTE: Before navigating to another screen within the application, select Save at the top of the screen to save all added/updated information.

Contact list tab — Contains all contacts for a particular company, including the contact name, title, primary phone, primary email address, project manager and primary contact.

Add contact

1. Select **Add contact +**.

2. Fill in the contact's **First name, Last name, Title** and **Preferred contact method**. Select **Save**. **NOTE:** Add contact phone numbers and/or email addresses according to **Builder information** instructions above.

Sub-contractor list tab — Contains a listing of all sub-contractors for a particular company. The list includes the sub-contractor, sub-contractor type, primary phone, primary email address and primary sub-contractor.

Adding a sub-contractor

1. Select **Add sub-contractor +**.

2. Fill in the **Business name** and **Sub-contractor type** (required fields). Select Save +.

Service requests	My builder profile

Sign out

Builder information | Contact list | Sub-contractor list

Sub-contractor information

Save + | Close ✖

Business name*

Website URL

Primary sub-contractor ☐

Sub-contractor type*

Select an Option

3. To add the sub-contractor phone number, email address and/or address, follow the **Builder information** instructions.

Sub-contractor phone numbers				Add phone number +
Primary ⇕	**Type** ⇕	**Description** ⇕	**Phone number** ⇕	**Actions**
No phone numbers found.				
5 ⌄		⊮ ◂ 1 ▸ ⊯		Total entries: 0

Sub-contractor email address(es)			Add email address +
Primary ⇕	**Description** ⇕	**Email** ⇕	**Actions**
No email addresses found.			
5 ⌄	⊮ ◂ 1 ▸ ⊯		Total entries: 0

Sub-contractor address(es)			Add address +
Primary ⇕	**Description** ⇕	**Address** ⇕	**Actions**
No addresses found.			
5 ⌄	⊮ ◂ 1 ▸ ⊯		Total entries: 0

Tracking progress

1. Go to the service request, select the work requests tab (which is visible after a work request number has been generated by the utility).

Application/Contact info	Job information	Service information	Verify info/Authorize	**Work requests**	Comments/Contact us

2. View the work request tasks for progress.

Work request tasks			
Description ⇕	**Status** ⇕	**Completion date** ⇕	**Action** ⇕
🔍 Filter by...	Choose ⌄		Filter by...
Site plan received	Complete	Mar 27, 2020	
Environmental review	Not required		
Permits received for utility construction	Complete	Jan 27, 2021	
Contract received	In progress		
Pre-payment received	In progress		
Service design approval	Not started		
Installation crews scheduled	Not started		
Contractor construction	Not started		
Utility construction	Not started		
Gas meter installed	Not started		

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