

Wisconsin Public Service Builder Portal Reference Guide



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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**.

Home

Sign in

Email
ebuilder@wisconsinpublicservice.com

Password
.....

[Forgot password?](#)

Sign in [Sign Up](#)

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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



The screenshot shows the 'Service requests' interface. At the top right, there is a green button labeled 'Add service request +'. Below this is a table with columns for 'Service request ID', 'Service request description', 'Builder name', 'Energy company', 'Service(s) requested', 'Primary contact', and 'Status'. Each column has a search or filter input field. The 'Builder name' and 'Energy company' columns have dropdown menus with 'Choose' selected. The 'Service(s) requested' column has a 'Filter by...' input. The 'Primary contact' and 'Status' columns have 'Filter by...' and 'Choose' inputs respectively.

Adding a service request

1. Select **Add service request**.



This screenshot is identical to the one above, but the 'Add service request +' button in the top right corner is circled in red to highlight it.

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**.

A screenshot of the 'Builder information' form. The form has three input fields: 'Legal business name*' with the value 'Builder Legal Name', 'Website URL' with the value 'www.builderwebsite.com', and 'Energy companies*' with a dropdown menu showing 'Wisconsin Public Services'. A green 'Save +' button and a yellow 'Close x' button are circled in red.

Updating builder phone numbers

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

Builder phone numbers						Add phone number +
Primary	Type	Description	Phone number		Actions	
<input checked="" type="checkbox"/>	Business	PRIMARY	(555) 555-5555			
<input type="checkbox"/>	Business	SECONDARY	(111) 111-1111			

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
<input type="checkbox"/>	Select a type			+ x
<input checked="" type="checkbox"/>	Business	PRIMARY	(555) 555-5555	+
<input type="checkbox"/>	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
<input checked="" type="checkbox"/>	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
<input type="checkbox"/>			+ x
<input checked="" type="checkbox"/>	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 +**.

- 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.

The screenshot shows the 'Contact information' form with the following fields and elements:

- Project manager:** A checkbox labeled 'Primary builder contact'.
- First name*:** A text input field.
- Last name*:** A text input field.
- Suffix:** A text input field.
- Title*:** A text input field.
- Preferred contact method:** A dropdown menu.
- Buttons:** 'Save' and 'Close' buttons are at the top right. 'Add phone number +' and 'Add email address +' buttons are at the bottom right of their respective sections.

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.

The screenshot shows the 'Sub-contractor list' tab with the following table structure:

Sub-contractor	Sub-contractor type	Primary phone	Primary email address	Primary address	Primary sub-contractor
	Choose				All

An 'Add sub-contractor +' button is located at the top right of the table area.

Adding a sub-contractor

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

This screenshot is identical to the previous one, showing the 'Sub-contractor list' tab with the 'Add sub-contractor +' button circled in red.

- 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

Business name* Website URL Primary sub-contractor Sub-contractor type* Select an Option Save + Close

- 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.				

Sub-contractor email address(es) Add email address +

Primary	Description	Email	Actions
No email addresses found.			

Sub-contractor address(es) Add address +

Primary	Description	Address	Actions
No addresses found.			

Tracking progress

- 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

- View the work request tasks for progress.

Description	Status	Completion date	Action
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		

