

SDG&E Builder Services Customer Portal

Quick-Start Guide

Logging In

Go to: <http://www.sdge.com/builder-portal>

Creating an Account

The Portal Landing Page

On the Builder Services home page, you can register for a new account or login to an existing account.

Using a login account will provide opportunity to:

- Submit new requests that will automatically be associated with your account
- Create a dashboard portfolio to view progress on all of your projects.

Alternatively, you can access a single project without an account by entering the Project or Job number and Access Code. *You should have received your Access Code in your Welcome Package from SDG&E.* *

Once information is entered, click the **Track Now** button. Should you decide to not create an account, further instruction on the project tracker can be found in the **Project Status Tracker** section of this document.



*NOTE: If you do not have your project number or access code, please reach out to your SDG&E Planner or Coordinator.

Register

Register for an Account

Click the “Register” button in the top right corner of the landing page and then enter your account information.

It is important to select an **e-mail address that you would like to use for the duration of your account**. Your e-mail address will become your username and will **not be able to be changed later**. *(Should you need to change your e-mail later, you will need to create a new account).*

Registration

Email Address * Company Name

First Name * Last Name *

Street Address * City *

State * Zip Code * Phone Number *

Password * Confirm Password *

☐ I have read and agree to the Terms of Use *

Submit

Have an account already?

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Selecting Your Company

Select your company name from the dropdown list.
If your company is not listed, select Other. Selecting Other will prompt a secondary box for you to type in the name of your company.

The screenshot shows a web form with a 'Company Name' dropdown menu. The dropdown is open, displaying a list of options: 'Other' (highlighted in blue), 'Accretive', 'Affirmed Housing', and 'Alliance Residential'. To the left of the dropdown are three empty input fields.

Verify Your Account

Once you submit your account information, you will be sent an email verification.

The screenshot shows a modal dialog box titled 'Email Verification' with a close button (X) in the top right corner. The text inside the dialog reads: 'A verification email with a link to verify your account has been sent to you.' At the bottom center is a large blue button labeled 'OK'.

Once you receive the verification e-mail, click the link to activate your account.

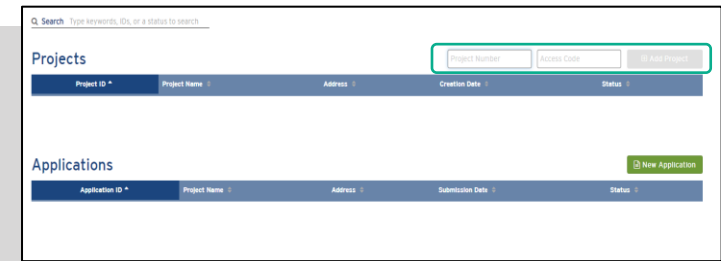
The screenshot shows an email from SDG&E Builder Services. The header includes the SDG&E logo and the text 'Builder Services'. The body of the email reads: 'Hi', 'Welcome to SDG&E's Builder Services Portal!', 'We are excited you are joining our Builder Services Portal. You are only one step away from making it by clicking the activation link below.', and a blue link: 'Activate my account [accounts.usf.gigya.com]'. It then says 'Thank you,' and 'The SDG&E Builder Services team'. At the bottom, it provides a URL for more information: 'sdge.com/builder-services' and links to 'privacy policy' and 'privacy notice'. A footer contains legal disclaimers and a warning: 'This email originated outside of Sempra. Be cautious of attachments, web links, or requests for information.'

Project Dashboard

Adding Projects to the Dashboard

When first accessing your account, the dashboard will be empty.

You will need to enter a Project or Job number and Access Code. You should have received your Access Code in your Welcome Package from SDG&E. Once information is entered, click the **Add Project** button.



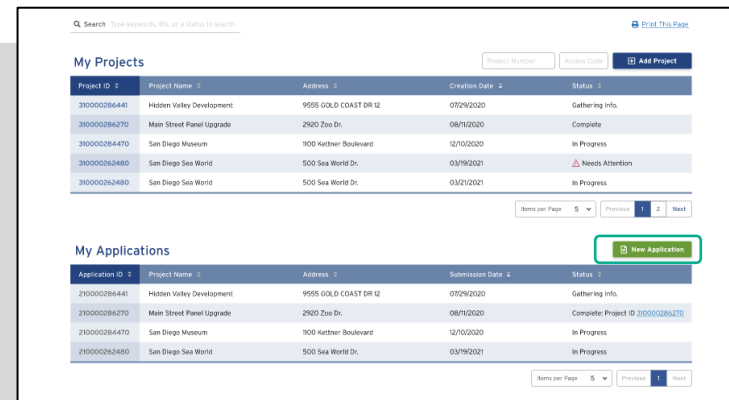
The screenshot shows the Project Dashboard interface. At the top, there is a search bar with the placeholder text "Search Type keywords, IDs, or a status to search". Below the search bar, there are two main sections: "Projects" and "Applications". Each section has a table with columns: Project ID, Project Name, Address, Creation Date, and Status. The "Projects" table has a "Add Project" button next to it. The "Applications" table has a "New Application" button next to it.

Adding Applications to the Dashboard

To submit a new service request, click **New Application**.

Applications submitted while logged in will automatically be reflected on your dashboard.

Any applications submitted while not logged in will not be visible in your logged in account and cannot be added to your dashboard.



The screenshot shows the Project Dashboard interface with populated data. At the top, there is a search bar with the placeholder text "Search Type keywords, IDs, or a status to search". Below the search bar, there are two main sections: "My Projects" and "My Applications". Each section has a table with columns: Project ID, Project Name, Address, Creation Date, and Status. The "My Projects" table has a "Add Project" button next to it. The "My Applications" table has a "New Application" button next to it.

Project ID	Project Name	Address	Creation Date	Status
30000286441	Hidden Valley Development	9555 GOLD COAST DR 12	07/29/2020	Gathering Info.
30000286270	Main Street Panel Upgrade	2900 Zoo Dr.	08/11/2020	Complete
30000286470	San Diego Museum	100 Kettner Boulevard	12/10/2020	In Progress
30000286480	San Diego Sea World	500 Sea World Dr.	03/19/2021	Needs Attention
30000286480	San Diego Sea World	500 Sea World Dr.	03/21/2021	In Progress

Applications ID	Project Name	Address	Submission Date	Status
30000286441	Hidden Valley Development	9555 GOLD COAST DR 12	07/29/2020	Gathering Info.
30000286270	Main Street Panel Upgrade	2900 Zoo Dr.	08/11/2020	Complete: Project ID 30000286270
30000286470	San Diego Museum	100 Kettner Boulevard	12/10/2020	In Progress
30000286480	San Diego Sea World	500 Sea World Dr.	03/19/2021	In Progress

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Project Dashboard

Project Information

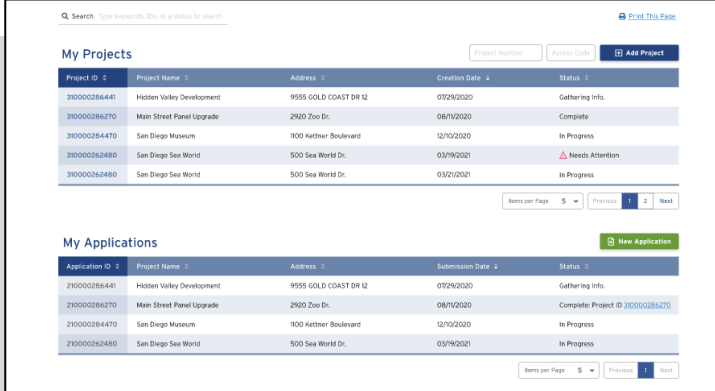
The Dashboard page will display the following:

Projects:

- Project ID
- Project name
- Address
- Creation Date
- Status

Applications:

- Application ID
- Project name
- Address
- Submission Date
- Status



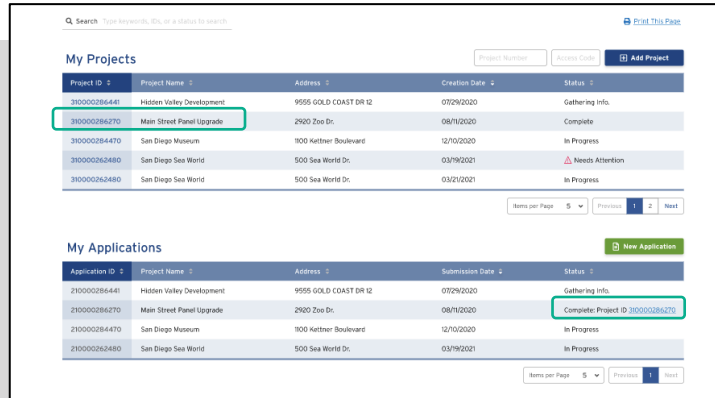
The screenshot shows the Project Dashboard interface. At the top, there is a search bar and a 'Print This Page' link. Below the search bar, there are two tabs: 'Project Number' and 'Access Code', followed by an 'Add Project' button. The 'My Projects' table has columns: Project ID, Project Name, Address, Creation Date, and Status. It lists five projects, with the first two being 'Hidden Valley Development' and 'Main Street Panel Upgrade'. The 'My Applications' table has columns: Application ID, Project Name, Address, Submission Date, and Status. It lists five applications, with the first two being 'Hidden Valley Development' and 'Main Street Panel Upgrade'. The 'Main Street Panel Upgrade' project is highlighted in green in both tables.

Project ID	Project Name	Address	Creation Date	Status
310000286441	Hidden Valley Development	9555 GOLD COAST DR 12	07/29/2020	Gathering Info
310000286470	Main Street Panel Upgrade	2920 Zoo Dr.	08/11/2020	Complete
310000286470	San Diego Museum	100 Kettner Boulevard	12/10/2020	In Progress
310000286480	San Diego Sea World	500 Sea World Dr.	03/19/2021	Needs Attention
310000286480	San Diego Sea World	500 Sea World Dr.	03/21/2021	In Progress

Application ID	Project Name	Address	Submission Date	Status
210000286441	Hidden Valley Development	9555 GOLD COAST DR 12	07/29/2020	Gathering Info
210000286470	Main Street Panel Upgrade	2920 Zoo Dr.	08/11/2020	Complete Project ID 310000286470
210000286470	San Diego Museum	100 Kettner Boulevard	12/10/2020	In Progress
210000286480	San Diego Sea World	500 Sea World Dr.	03/19/2021	In Progress

Applications becoming Projects

When applications are finalized by SDG&E and become active projects, the Status column under **Applications** will display the new Project ID 3X--. The project will also be listed under **Projects** with its new Project Number.



The screenshot shows the Project Dashboard interface, similar to the previous one, but with a green box highlighting the 'Complete Project ID 310000286470' status in the 'My Applications' table. This indicates that the application has been finalized and is now a project.

Project ID	Project Name	Address	Creation Date	Status
310000286441	Hidden Valley Development	9555 GOLD COAST DR 12	07/29/2020	Gathering Info
310000286470	Main Street Panel Upgrade	2920 Zoo Dr.	08/11/2020	Complete
310000286470	San Diego Museum	100 Kettner Boulevard	12/10/2020	In Progress
310000286480	San Diego Sea World	500 Sea World Dr.	03/19/2021	Needs Attention
310000286480	San Diego Sea World	500 Sea World Dr.	03/21/2021	In Progress

Application ID	Project Name	Address	Submission Date	Status
210000286441	Hidden Valley Development	9555 GOLD COAST DR 12	07/29/2020	Gathering Info
210000286470	Main Street Panel Upgrade	2920 Zoo Dr.	08/11/2020	Complete Project ID 310000286470
210000286470	San Diego Museum	100 Kettner Boulevard	12/10/2020	In Progress
210000286480	San Diego Sea World	500 Sea World Dr.	03/19/2021	In Progress

Project Status Tracker

Project Information

The Project page will display the following:

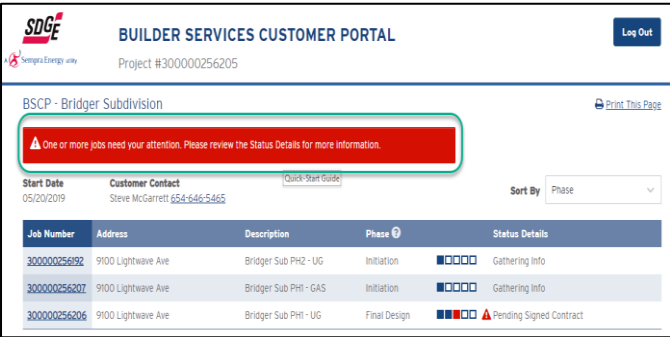
- Project start date
- Primary customer & phone number
- Phase the job is in
- Status details

Alert messages will display if pending information is required from the customer.

When the job is energized, the phase column will say **Complete**.

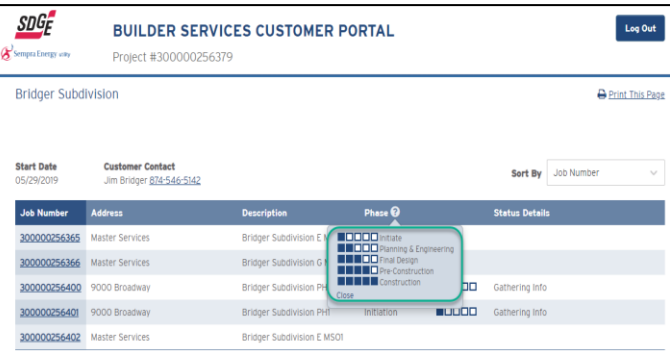
Click the **Phase ?** to see details for each phase.

Review details for each job by clicking on the job number.



The screenshot shows the 'BUILDER SERVICES CUSTOMER PORTAL' for Project #300000256205. A red alert banner at the top states: 'One or more jobs need your attention. Please review the Status Details for more information.' Below the banner, the 'Start Date' is 05/20/2019 and the 'Customer Contact' is Steve McGarrett (654-646-5465). A table lists three jobs:

Job Number	Address	Description	Phase	Status Details
3000000256202	9100 Lightware Ave	Bridger Sub PH2 - UG	Initiation	Gathering Info
3000000256202	9100 Lightware Ave	Bridger Sub PH1 - GAS	Initiation	Gathering Info
3000000256206	9100 Lightware Ave	Bridger Sub PH1 - UG	Final Design	Pending Signed Contract



The screenshot shows the 'BUILDER SERVICES CUSTOMER PORTAL' for Project #300000256379. The 'Start Date' is 05/29/2019 and the 'Customer Contact' is Jim Bridger (874-546-5142). A table lists five jobs. The 'Phase ?' column for the first job is highlighted, and a dropdown menu is open showing the following options: Initiate, Planning & Engineering, Final Design, Pre-Construction, Construction, and Close.

Job Number	Address	Description	Phase	Status Details
3000000256365	Master Services	Bridger Subdivision E	Initiate	
3000000256366	Master Services	Bridger Subdivision G	Planning & Engineering	
3000000256400	9000 Broadway	Bridger Subdivision PH	Final Design	Gathering Info
3000000256401	9000 Broadway	Bridger Subdivision PH	Pre-Construction	Gathering Info
3000000256402	Master Services	Bridger Subdivision E MS01	Construction	

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Job Details

Click on the job number to see the job's details.

Information contained on this page:

- Description of the current phase
- Information requested from SDG&E
- Status of each requirement

To view details and requirements for each phase, you can expand the arrow for the particular phase.

Green check marks indicate information has been received and completed by the customer and/or SDG&E.

A red alert will display information that is pending from the customer and/or SDG&E.

Job Completion

When the job is energized, phase boxes will not display and you'll see the word **Complete**.

Definition of **Complete**:

Distribution work – system energized

Master Service Orders – all meters have been set

Click on job notification number to collapse all phases.

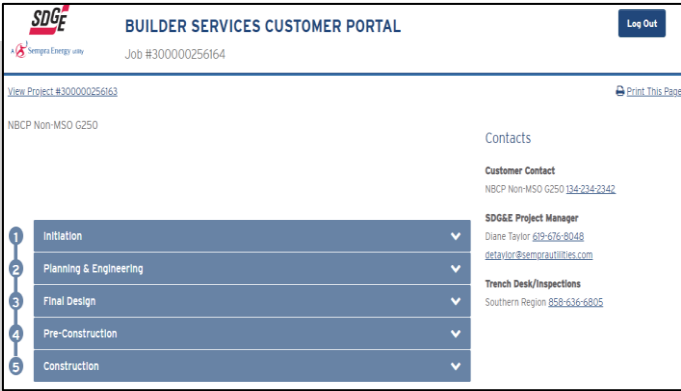
Job Number	Address	Description	Phase	Status Details
300000256164	9166 Truman St	NBCP Non-MSO G250		Completed
300000256168	9166 Truman St	NBCP Non-MSO G250 - A	Initiation	Gathering Info
300000256169	9169 Truman St	NBCP Non-MSO G250 - B	Initiation	Gathering Info
300000256260	9165 Truman St	NBCP Non-MSO G250 - C	Initiation	Gathering Info
300000256261	9167 Truman St	NBCP Non-MSO G250 - D	Initiation	Gathering Info

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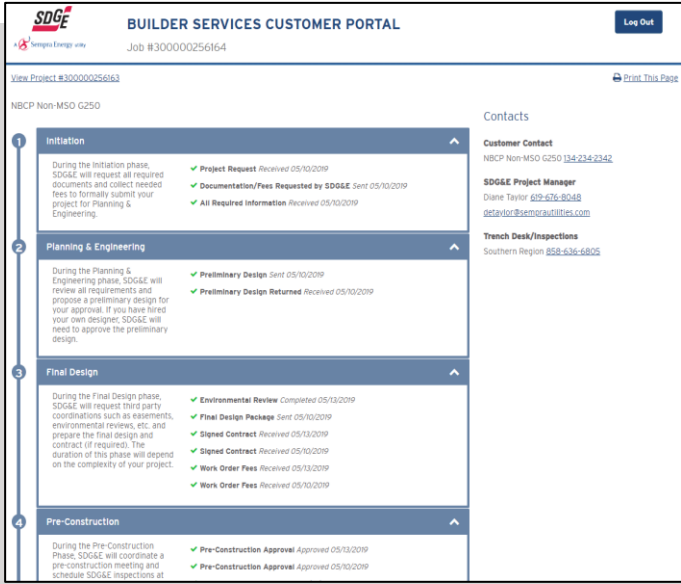
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Job Completion When the job is complete, all phases are collapsed.



Click on any arrow to view completed requirements for each phase.



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Master Service Orders

Access information about your master service orders via the main page on the dashboard. If your project has both gas and electric, each will have their own job notification number.

Job Number	Address	Description	Phase	Status Details
300000256365	Master Services	Bridger Subdivision E MSO2		
300000256366	Master Services	Bridger Subdivision G MSO2		
300000256400	9000 Broadway	Bridger Subdivision PH1	Initiation	■ ■ ■ ■ ■ Gathering Info
300000256401	9000 Broadway	Bridger Subdivision PH1	Initiation	■ ■ ■ ■ ■ Gathering Info
300000256402	Master Services	Bridger Subdivision E MSO1		
300000256403	Master Services	Bridger Subdivision G MSO1		

Job Details

Each address on the order will be listed. You can easily see which requirements have been met and which are pending.

Address for **Subdivisions** will display each lot with the address.

View Project #300000256408

View Gas Meters Job#300000256500

Electric Meters

Elect MSO1 PH1

Billing application has not been received for one or more addresses. Please ensure billing applications have been submitted for all addresses.

Filters

Sort By: Lot/Building

Lot/Bldg	Address	SDG&E Final Inspection	SDG&E Construction	City/County Release	Billing Application	Meter Energized
1	9101 LIGHTWAVE AVE	✓	✓		▲	
2	9102 LIGHTWAVE AVE	✓	✓		▲	
3	9103 LIGHTWAVE AVE	✓	✓		▲	
4	9104 LIGHTWAVE AVE	✓			▲	
5	9105 LIGHTWAVE AVE	✓			▲	

Check marks indicate the current status for each lot.

If the billing application has not been received, a message will notify customer to submit an application.

If there is gas with electric, you can view the master service order by clicking the link.

View Project #300000256408

View Gas Meters Job#300000256500

Electric Meters

Elect MSO1 PH1

Billing application has not been received for one or more addresses. Please ensure billing applications have been submitted for all addresses.

Filters

Sort By: Lot/Building

Lot/Bldg	Address	SDG&E Final Inspection	SDG&E Construction	City/County Release	Billing Application	Meter Energized
1	9101 LIGHTWAVE AVE	✓	✓		▲	
2	9102 LIGHTWAVE AVE	✓	✓		▲	
3	9103 LIGHTWAVE AVE	✓	✓		▲	
4	9104 LIGHTWAVE AVE	✓			▲	
5	9105 LIGHTWAVE AVE	✓			▲	

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Job Details

Address for **Developments** display the building number with a + sign. When you click the + sign, the individual units for each building will display.

View Project #300000256408

View Gas Meters Job#300000256453

Electric Meters

Elect MS02 PHI

Billing application has not been received for one or more addresses. Please ensure billing applications have been submitted for all addresses.

Filters

Sort By Lot/Building

Lot/Bldg	Service Location	SDG&E Final Inspection	SDG&E Construction	City/County Release	Billing Application	Meter Energized
+ 1	9101 LIGHTWAVE AVE	✓	✓		⚠	
+ 2	9102 LIGHTWAVE AVE	✓			⚠	

View Project #300000256408

View Gas Meters Job#300000256453

Electric Meters

Elect MS02 PHI

Billing application has not been received for one or more addresses. Please ensure billing applications have been submitted for all addresses.

Filters

Sort By Lot/Building

Lot/Bldg	Service Location	SDG&E Final Inspection	SDG&E Construction	City/County Release	Billing Application	Meter Energized
- 1	9101 LIGHTWAVE AVE					
	9101 LIGHTWAVE AVE 101	✓	✓		⚠	
	9101 LIGHTWAVE AVE 102	✓	✓		⚠	
	9101 LIGHTWAVE AVE 103	✓	✓		⚠	
	9101 LIGHTWAVE AVE 104	✓	✓		⚠	
	9101 LIGHTWAVE AVE 105	✓	✓		⚠	
+ 2	9102 LIGHTWAVE AVE	✓			⚠	

Requirements that have been met will have a green checkmark. Those that are pending will have a red triangle, along with a message in red indicating detailed information that is pending.

If a meter has been set, the meter set date will display.

This page also lists the requirements for meter sets.

If you want to set filters, click the Filters button.

Electric Meters

Elect MS02 PHI

Billing application has not been received for one or more addresses. Please ensure billing applications have been submitted for all addresses.

Filters

Sort By Lot/Building

Lot/Bldg	Service Location	SDG&E Final Inspection	SDG&E Construction	City/County Release	Billing Application	Meter Energized
- 1	9101 LIGHTWAVE AVE					
	9101 LIGHTWAVE AVE 101	✓	✓		⚠	
	9101 LIGHTWAVE AVE 102	✓	✓		⚠	
	9101 LIGHTWAVE AVE 103	✓	✓		⚠	
	9101 LIGHTWAVE AVE 104	✓	✓		⚠	
	9101 LIGHTWAVE AVE 105	✓	✓		⚠	
+ 2	9102 LIGHTWAVE AVE	✓			⚠	

Contacts

Customer Contact
Steve Smith 208-832-9483

SDG&E Project Manager
Carol Peterson 609-696-2139
cpeterson2@seucontractor.com

Trench Desk/Inspections
Southern Region 888-636-6805

Requirements

SDG&E Final Inspection
Electric Meters
SDG&E will provide a Final Inspection once the following requirements are complete:

- SDG&E Trench inspection
- Manhole inspection

SDG&E Construction
SDG&E will schedule a construction crew once the SDG&E Final Inspection is complete.

City/County Release
Customer to contact City/County (Authority Having Jurisdiction) to obtain a final inspection of the meter panel.

Meter Energized
Electric Meters
SDG&E will energize the meter once the following requirements are complete:

- SDG&E Final Inspection of Site
- SDG&E Construction complete
- City/County Release
- Billing Application received by SDG&E.

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Setting Filters

You have the ability to set filters to help with the amount of information displayed. When first accessing this page, make sure to clear all previous filters. You can select the data you want displayed by the following filters:

- Billing Application
 - Received
 - Not Received
- Meter Set
 - Show only addresses without meters set
- Lot/Building
 - Lot/building Number
 - Lot/building Range
- Progress
 - SDG&E Inspection
 - SDG&E Construction
 - City/County Release

Filters

Apply

Billing Application

Clear Filter

Received

Not Received

Meter Set

Clear Filter

Show only addresses without meters set

Lot/Building

Clear Filter

Lot/building Number

Lot/building Range

Progress

Clear Filter

SDG&E Inspection

SDG&E Construction

City/County Release

Close

Apply

Select filters above to narrow down the list of meters displayed on the page.

Sort By

Lot/Building

SDG&E Final Inspection	SDG&E Construction	City/County Release	Billing Application	Meter Energized
✓	✓		⚠	
✓	✓		⚠	
✓	✓		⚠	
✓	✓		⚠	
✓	✓		⚠	
✓	✓		⚠	

Filter Results

Once filters have been applied, only the information requested will display.

View Project #300000256408

View Gas Meters Job#300000256500

Print This Page

Electric Meters

Elect MSOI PH

Customer Contact

Steve Smith 394-832-9483

SDG&E Project Manager

Carol Peterson 659-696-2139

cpeterson2@sdcvcontractor.com

Trench Desk/Inspections

Southern Region 858-636-6805

Requirements

SDG&E Final Inspection

SDG&E Construction

City/County Release

Meter Energized

⚠ Billing application has not been received for one or more addresses. Please ensure billing applications have been submitted for all addresses.

⚡ Filters

Sort By

Lot/Building

Lot/ Bldg	Address	SDG&E Final Inspection	SDG&E Construction	City/County Release	Billing Application	Meter Energized
1	9101 LIGHTWAVE AVE	✓	✓		⚠	
2	9102 LIGHTWAVE AVE	✓	✓		⚠	
3	9103 LIGHTWAVE AVE	✓	✓		⚠	
4	9104 LIGHTWAVE AVE	✓			⚠	
5	9105 LIGHTWAVE AVE	✓			⚠	