

SDG&E Builder Services Customer Portal Quick-Start Guide



Logging In

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

The Portal Landing Page

When first accessing the landing page, you'll need to enter the Project or Job number and Access Code. You should've received your Access Code in your Welcome Package from SDG&E. Once information is entered, click the **Track Now** button.



Project Information

The Project page will display the following:

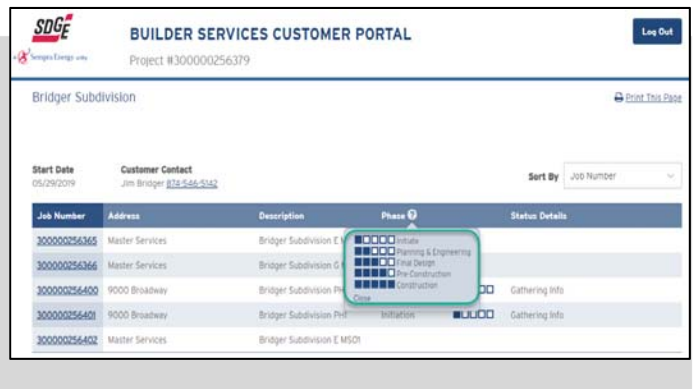
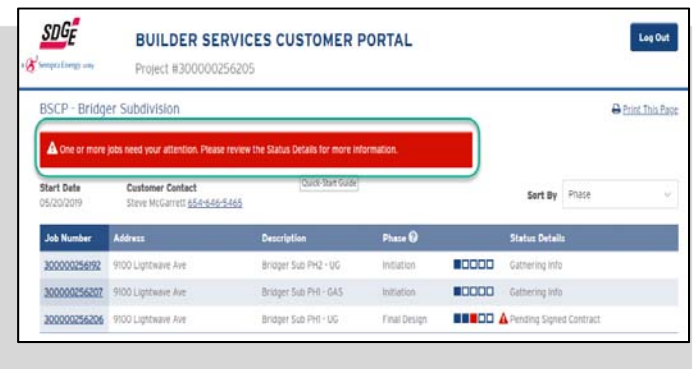
- Project start date
- Primary customer & phone number
- Phase the job is in
- Status details

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

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

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

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



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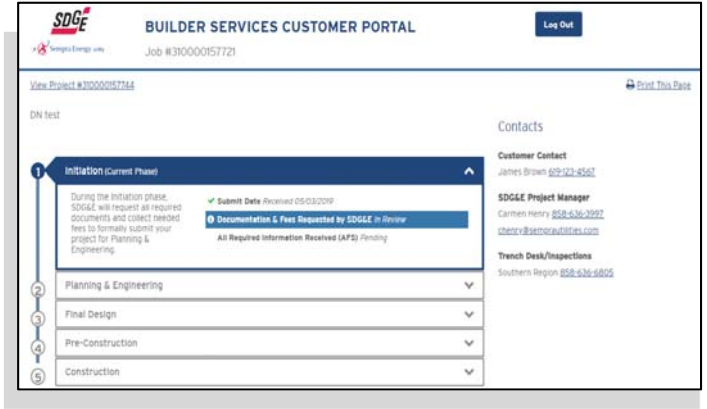


Job Details

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

Information contained on this page:

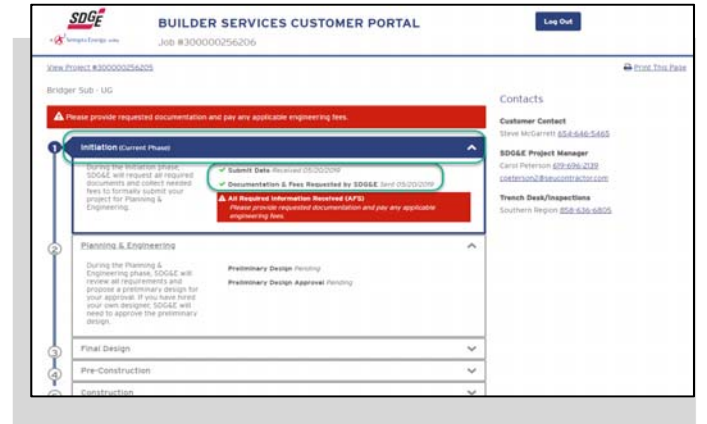
- Description of the current phase
- Information requested from SDG&E
- Status of each requirement



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

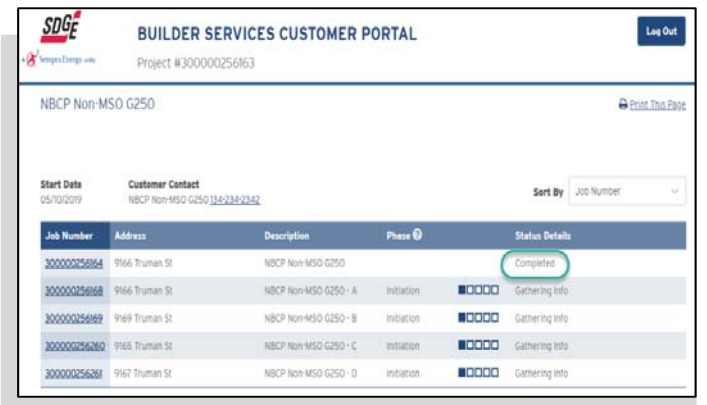
When the job is energized, phase boxes will not display and you'll see the word **Complete**.

Definition of **Complete**:

Distribution work – system energized

Master Service Orders – all meters have been set

Click on job notification number to collapse all phases.

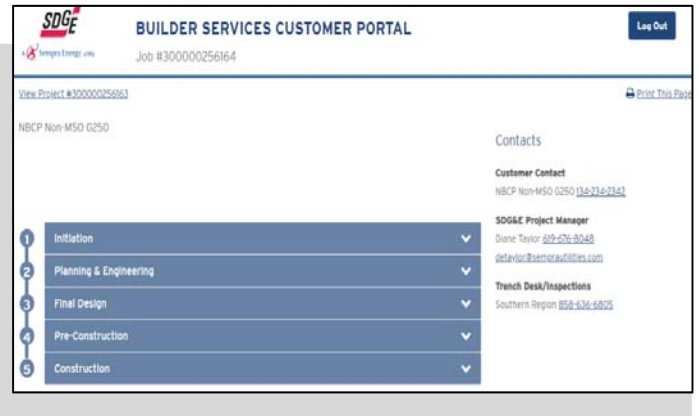


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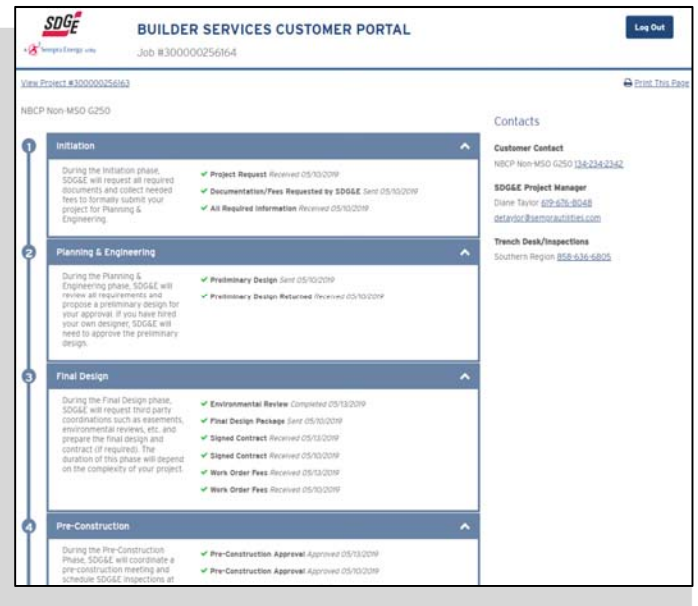
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Job Completion When the job is complete, all phases are collapsed.



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



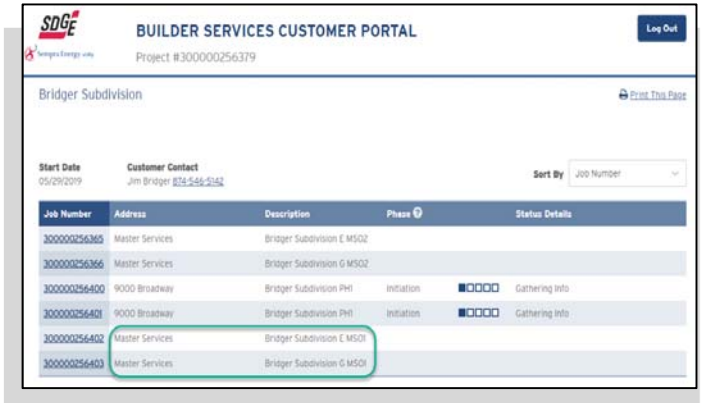
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Master Service Orders

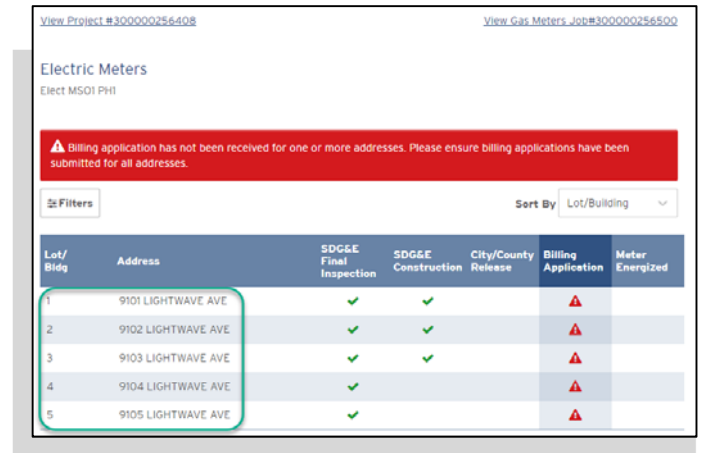
Access information about your master service orders via the main page on the dashboard. If your project has both gas and electric, each will have their own job notification number.



Job Details

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

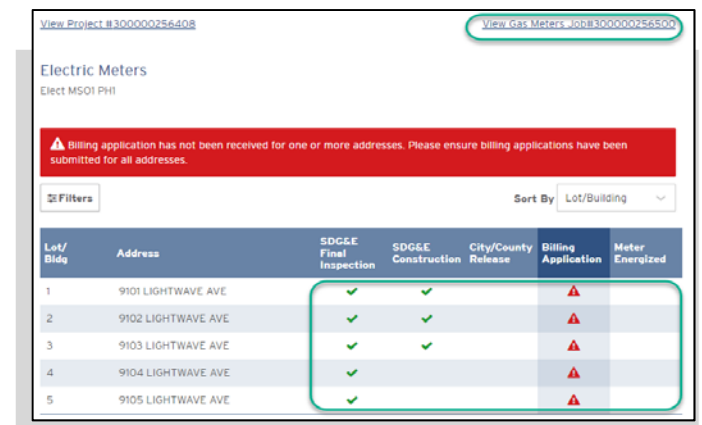
Address for **Subdivisions** will display each lot with the address.



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.



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

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+ 1	9101 LIGHTWAVE AVE					
Meter Addresses	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

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

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.

Contacts

Customer Contact
Steve Smith 325-832-2483

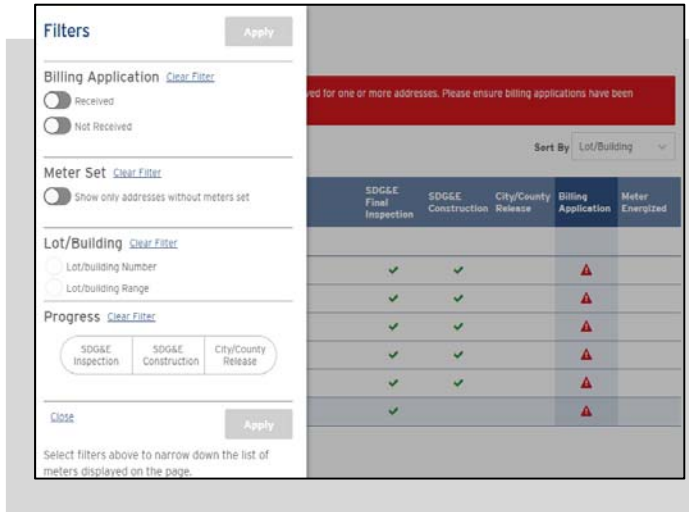
SDG&E Project Manager
Carol Peterson 602-636-2122
cpeterson2@secontractor.com

Trench Desk/Inspections
Southern Region 888-636-6305

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



Filter Results

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

