Duke Energy Builder Portal and App
Quick Start Guide

Logging In

Go to: https://builders.duke-energy.com or download the Duke Energy Builder app to your phone.

To access these tools, click Register. After submitting this information, you will immediately receive an email asking you to complete your registration by setting a password. Use this to log in to both the Builder Portal and Builder app. **There is no need to register twice.**

Or text APP to 700-800

to download

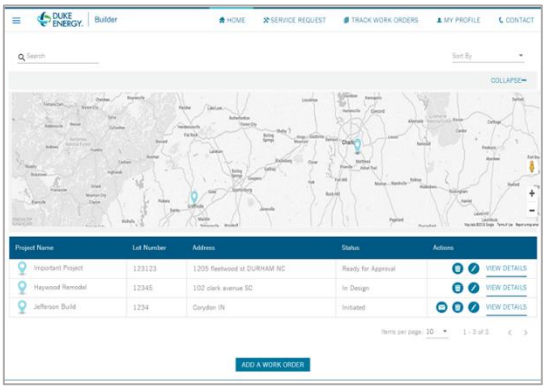
The Home Screen

Any active work orders you saved previously will be on the Home screen when you log in. They will be represented by “pins” on the map and by bars below the map and on the app. The colors represent different stages of the work order:

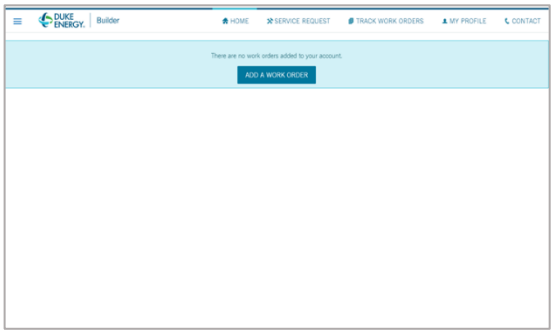
- Initiated
- Scheduled
- Alert / Action Needed
- Completed

Scroll down if you don’t see all the active work orders you are tracking.

If you are a first-time user or have not added work orders for tracking, you will see the screens shown to the right. Click on “Add a Work Order” in the center of the screen. You can also click Add a Work Order on the top menu bar (Builder Portal) or click “+” (Builder app).









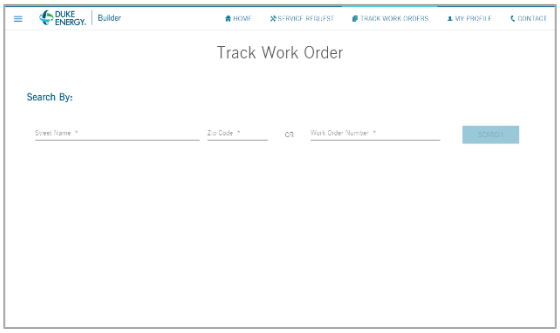
Finding Work Orders

Pull up active work orders by selecting “Add a Work Order” on the top menu bar (Builder Portal) or clicking “+” (Builder app). There are two ways to search:

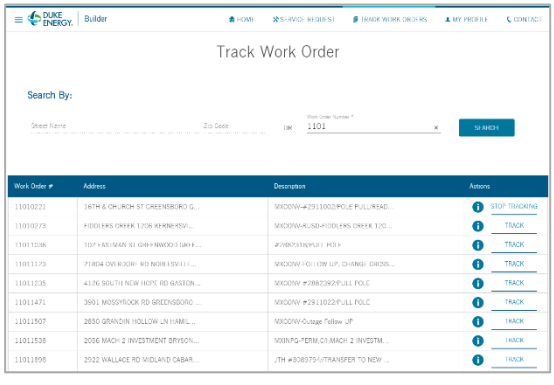
- By work order number
- By the service address street and ZIP code

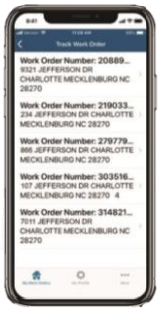
Multiple results may be retrieved based on the address criteria you enter. If you enter a full work order number, only one work order will come up. However, a partial number will also pull up multiple results. Click on the work order that matches your job to pull up the work order details, and save it for ongoing tracking.

Note: The Builder Portal and Builder app are two views to the same information. Adding or deleting a work order on either tool will be reflected on the other.









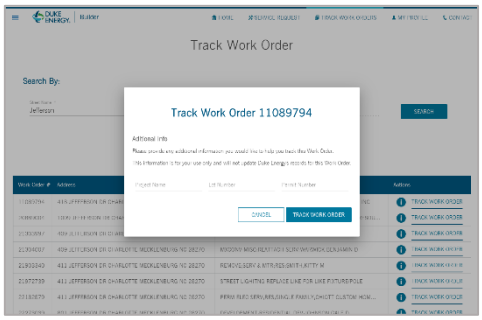
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Tracking Work Orders

Saving work orders to your Home screen allows you to track them on an ongoing basis. You can personalize a work order by adding information that is meaningful to you and your business, like:

- A project name (e.g., Jones Remodel, Sandy Spring Two-Story)
- The lot number
- A permit number

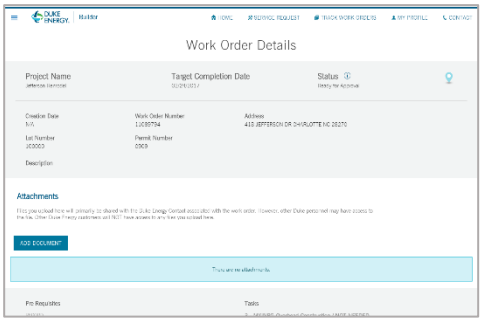




Work Order Details

The Work Order Details screen allows you to see the most current information about that order at any time, including:

- Status of the work order
- Name, phone number and email address of your Duke Energy contact
- Status of various prerequisites

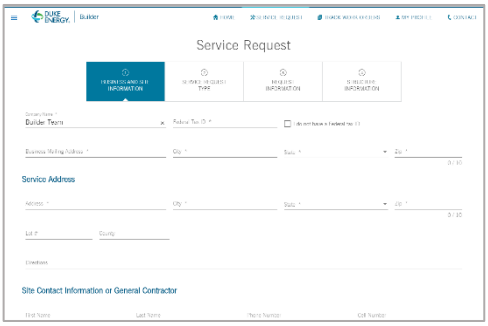




Online Service Request

An online tool will walk you through the Service Request process. The form will ask only the questions necessary for the location and types of service you are requesting. No information is sent to Duke Energy until you click **Submit**.

Once the request is processed, you will be able to add the work order to your Home screen for tracking.

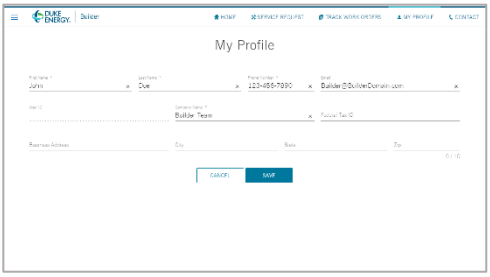




Your Profile

The information saved in your Profile will auto-populate the online service request form. Key points:

- You **do not** have to fill out the profile to submit a service request online.
- Any fields that auto-populate on the form can be overwritten on the form.
- No information you save in your profile is sent back to Duke Energy.





File Upload

To upload a file related to a work order, click the Attachments tab on the Work Order Details screen.

Note: For security purposes, only the user that uploaded the file and the assigned work order owner will be able to see or download a file. Uploaded files will NOT be visible or accessible to other users.

