

Vectren Builder Portal User Guide

Accessing The Builder Portal

1. Navigate to **builder.vectren.com** in any web browser, or download the Vectren Builder Portal App from your app store on your tablet or smartphone.
2. If you are a first-time user, select the "Create Account" button from the "New Users" section. If you have an account, select the "Manage Account" link from the "Returning Users" section.
3. After selecting the "Create Account" button, enter a Username and a Password. Your Username must be an email address; Password must be 6-10 characters long, not case sensitive or require special characters or numbers.
4. Enter your first and last name, and provide your Vectren Account Number. (Your account number can be found on your monthly bill; enter the first eleven (11) numbers.)
5. After creating your account, Enter your Username and Password to log in to the Builder Portal.

MY PROFILE

Select the *My Profile* tab from the navigational menu at the top of the page to edit your login and contact information at any time.

Order Service

Select the *Order Service* tab from the navigational menu at the top of the page, and follow the steps below to order new service. Throughout the process, required fields are denoted by a red asterisk (*).

PAGE 1: SPECIFY ORDER DETAILS

1. **Section 1: Project Type** — Select the type of Vectren services you would like to install at the location.
2. **Section 2: Contact Information** — Some information contained in this section will automatically populate based on your account and contact details.
 - Point of Contact: Select the "Other" option from the "Point of Contact" drop-down menu if the desired point of contact is not available as an option. If "Other" is selected from the "Point of Contact" list, add the individual's name to the "Other Contact" field and provide his or her phone number in the "Contact Phone (Daytime)" field. Doing so will add the individual to the pre-populated "Point of Contact" list for future orders.
 - Address Fields = Billing Address: The address fields contained within this section refer to the billing address. You do not need to populate this information unless your billing address has changed.
3. **Section 3: Project Information** — The fields contained within this section refer to the location at which you are requesting installation of Vectren services.
 - Enter Zip Code First: Entering the "Zip Code" automatically populates the "City" and "State" fields.
 - Township: A value for "Township" is not required; however, please provide the township if it is known or readily accessible.
 - Dwelling Type: The "Dwelling Type" field will default to "House"; please use drop-down menu to make an alternative selection if the service location is a different type of dwelling.
4. **Section 4: Natural Gas Service** — In this section, you will specify the service details for the order.
 - This site is: The "This site is" drop-down menu defaults to "Residential New Construction"; please use drop-down menu to make an alternative selection if the site is a residential conversion, commercial site or an industrial site.

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- Current Site Status: Choose the option from the "Current Site Status" drop-down menu that best describes the current project stage (preparation, framing, foundation, finishing or enclosure).
- Meter Location Fields: Facing the front of the building, provide the distances (in feet) to the requested meter location.
- Attachments: Please attach any drawings or plot plans.
- Buried Structures, Surface Conditions & Obstructions: Select any buried structures, surface conditions and obstructions that would impede service or meter installation.
- Comments: Add any additional information needed in the "Comments" field that would be valuable during the service installation process.
- Appliances: Select all appliances that will use Vectren gas service, and specify the quantity to be installed at the location and verify the BTU load for each selection (BTU values will automatically populate, but are editable). If adding a natural gas furnace, please specify the type of furnace.
- Pressure Factor: Select the requested pressure factor from the "Pressure Factor" drop-down menu.
- Plumber's Name & Phone: If applicable, provide the contact information for the plumber being utilized at the location.
- Week Gas Is Needed: Enter a date in the "Week Gas Is Needed" field to specify the week when you would like service to be installed at the location (you will need to keep your site ready for installation during the selected time period). Please note: Vectren requires twenty (20) business days to complete installation; your selection must be at least twenty business days from the date you submit an order.

PAGE 2: CONFIRM YOUR ORDER

5. Confirm Your Order and Save As A Template (Optional)

— Confirm your order details by reviewing the information contained within each section. If you need to modify your order, hit the "Back" button to return to the previous screen.

- Save A Template: Select the "Yes" box at the top of the page to save the order as a template.
- Print This Screen If a Printed Copy Is Needed: Be sure to print this screen if a printed copy of the order details is needed.

ABOUT TEMPLATES

Saving templates makes inputting similar future orders much easier to do. When saving a template, the following fields will automatically populate in future orders based on the original values inputted:

- | | |
|-----------------|-------------------------|
| • Dwelling Type | • Township |
| • This Site is | • Subdivision |
| • Cross Street | • Appliances & Quantity |
| • Furnace Type | • Plumber |

AFTER SUBMITTING YOUR ORDER

- After successfully submitting your order, you will receive a confirmation email confirming that your request has been received. Within two (2) business days, a customer service specialist will review and process your order and provide you with a work order number for future reference via email.
- Checking Order Status: Easily see all orders on the *My Orders* page, including where they are in the process. If your site is not going to be site-ready by the original need date, you can modify it by selecting the "Need Week" button and change the date by using the calendar.

Request Meter Set

To request a meter set, first select the "Request Meter Set" quick link on the Builder Portal home page or select the *My Orders* tab from the navigational menu at the top of the page, then follow the steps below:

1. **Step 1: Find Eligible Orders & Select an Order** — On the *My Orders* page, select the "View Orders Eligible for Meter Set" box in the "Search My Orders" section. Hit the "Search" button, and all orders eligible for a meter set will populate below the "Search My Orders" section. Select the order for which you would like to request a meter set.
 - Meter Set Request Requirements: For an order to be eligible for a meter set, the service must be installed and inspected (if in an area where an inspection is required).

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2. Step 2: Provide Meter Set Request Information

- Specify Need Date: Select the date you would like the meter to be set (the date selected must be at least three (3) days from the current date).
- Point of Contact: Select the “Other” option from the “Point of Contact” drop-down menu if the desired point of contact is not available as an option. If “Other” is selected from the “Point of Contact” list, add the individual’s name to the “Other Contact” field. Doing so will add the individual to the pre-populated “Point of Contact” list for future orders.
- Contact Information Fields: Enter the phone number and email address (if applicable) for the appropriate point of contact.
- Address Fields: Ensure the values listed in the Address fields match the address of your meter set request. Provide any additional address information as needed.
- Appliances: Select if the appliances at the location will be capped or connected.
- Availability to House: Select one of the access arrangements (Open, 30 min call ahead, or Lock box).
- Pressure: Select the requested natural gas pressure from the drop-down menu.

My Accounts

Navigate to the *My Accounts* page (via the navigational menu at the top of the page) to see a summary of each of your accounts and available actions, including: Make a Payment; View Current Bill; View Historical Bills; View Payments; and Transfer Service to Homeowner.

Get started on the *My Accounts* page by selecting an account from the drop-down menu under the “Account Details” section. The available menu options will only include those accounts which are currently active in your name. After selecting an account, you may select an account action from the “Account Actions” section of the page.

MAKE A PAYMENT

After selecting an account from the drop-down menu under the “Account Details” section, select “Make a Payment” from the “Account Actions” section and follow the steps below:

1. **Step 1: Accept Terms** — Select “I Accept These Terms” to continue to Step 2.
2. **Step 2: Enter Date** — Enter a date in the “Display all bills prior to:” field to view all bills with outstanding balances due on or before the date specified.
3. **Step 3: Select Accounts & Payment** — Select the box next to those bills you would like to pay. To select all bills, check the “Check All” box above the “Pay” column.
4. **Step 4: Review Payment Information** — Select the “Next” button after you have confirmed the payment information listed.
5. **Step 5: Enter Bank Account Information** — Select the “Next” button after you have provided the bank account information. Once entered, future bill payments will automatically populate the banking information specific to your account username.
6. **Step 6: Confirm Bank Account Information** — Select the “Next” button after you have confirmed all information.

OTHER MY ACCOUNTS ACTIONS

View Current Bill

Select an account from the drop-down menu under the “Account Details” section, and then select “View Current Bill” from the “Account Actions” section.

View Payments

Select an account from the drop-down menu under the “Account Details” section, and then select “View Payments” from the “Account Actions” section. (Displays the last 12 months of payments).