Contractor Directions for City of Middleton

On-line Permitting Account Set-up

To get started cut and paste the following link into your browser to access the portal.

https://www2.citizenserve.com/Portal/?installationid=242

1. Clink on the REGISTER NOW link
2. Select "contractor"
3. Complete the registration.
    i. IMPORTANT: Each registration is allowed ONE "username" and password to share with everyone in your organization. The username needs to be consistently used for all applications. DO NOT create multiple usernames for the same business, creating multiple usernames will result in delayed reviews and responses to applications.
4. Once you are registered you can now apply for permits on-line.
5. At time of application submittal, you will receive a building file number, it will look similar to the building permit number – this is NOT the building permit number. Once the permit is paid and issued you will receive the building permit number for example BR(year)-XXXXXX for Residential and BC(year)-XXXXXX for Commercial.
6. NEW: Building contractors are responsible for requesting ALL building related inspections from foundation to completion excluding electrical, mechanical, and plumbing.
7. All inspections are tied to the Building Permit number, ensure that your subcontractors have this permit number when submitting for trade permits.
8. If you need to cancel an inspection you will log in, pull up the permit, click on the inspection tab, and at the bottom should be a re-schedule or cancel option.
9. The on-line system will now notify you of changes permit status as well as inspection results via the email you register.

For assistance, please contact the Applicant Portal Help Line at 1-800-325-9818 or Jennica Reynolds at 208-585-3133, jreynolds@middletoncity.com.

Thank you