CPS
New Service Delivery

How to Get Your Commercial Electric Service in Minimum Time

The

13 - 9 Program

13 weeks for PAD-mounted transformers

9 weeks for POLE-mounted transformers

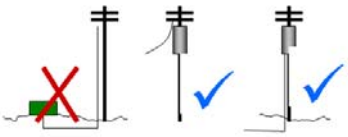
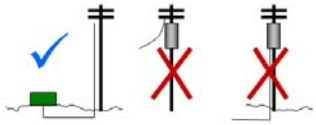
Inside:

- What are the types of electric services?
- Who do you call at CPS Energy?
- How does the 9-week process work?
- How does the 13-week process work?
- When do you need to act in the 13-week process?
- How can you track status of your job?

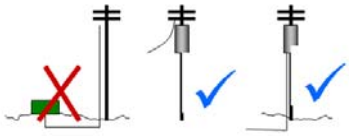
Rev. 1

CPS Energy Commercial Contacts

Based on Type of Electric Service

	POLE-mounted **transformers** **(9 Weeks)** 	**PAD-mounted** **transformers** **(13 Weeks)** 
Small Services Less than **300 KVA**	**New Construction** **Permanent and Temporary Services** **New Service Delivery** **Information Development Section** **North Location** **17281 N. Green Mountain Rd** **353.4639 office** **Select option 1** **Or** **South Location** **7814 South Zarzamora 78224** **353.4639 office** **Select option 2** **Mailing Address** **PO Box 1771, SAT 78296** **New Service Delivery** **Commercial Manager** **Milton Russell 353.2814** Remodel Jobs Permanent and Temporary Services Contract CPS Energy Service Center David Martin NWC 353.2326 Chris Lansford SWC 353.2810 Diane Willis ESC 353.2852	**New Construction*** **Permanent and Temporary Services** **New Service Delivery*** **Information Development Section** **North Location** **17281 N. Green Mountain Rd** **353.4639 office** **Select option 1** **Or** **South Location** **7814 South Zarzamora 78224** **353.4639 office** **Select option 2** **Mailing Address** **PO Box 1771, SAT 78296** **New Service Delivery** **Commercial Manager** **Milton Russell 353.2814**
Large Services **Greater Than** **300 KVA (Diversified)**	Pole-mounted transformers are not used for large services	CPS Energy New Service Delivery contacts are the same as above Remodel Jobs* Permanent and Temporary Services Saul Juarez, Supervisor** 145 Navarro Street 353.2805 SCJuarez@cpsenergy.com

9-Week Clock Pole-Mounted Transformers



How to Get Your Electric Service in Minimum Time

300 kVA or less, Temporary or Permanent Service
New Construction or Remodeling Jobs

Customer's Steps To get your service in the minimum time, please keep these steps on schedule.	**Step**	**Typical Elapsed Time [c]**	**CPS Energy (CPSE) Steps**
Deliver essential documents to CPSE [b] • Application • Site plan drawing, electric load, and one line	A	Clock is not started	• New Service Delivery Information Development Collects information from customer.
Attend a pre-design meeting [b]	B	Clock is not started	• Discuss needs with customer and review drawings. NSD Project Lead
Please view the CPSE Web Portal to monitor the project schedule and the transactions between CPSE and you.	0	**Clock Starts**	• Pre-design meeting has been completed. • A complete customer package has been received: Application, site drawing, electric loads, and one-line. (A seal by a registered engineer is not required.)
Host a site visit [b] (May not be needed for smaller jobs)	1	Week #1	• Evaluate site layout, utility coordination, customer construction coordination, construction access.
Receive and comply with CPSE construction drawings **Provide third party easements [b]**	2	Week #2	• Design electric service • Create a cost estimate and bill the customer.
Expedite payment to CPSE [a][b][c]	3	Week #3	• Receive customer payment.
For overhead-to-underground service: Form up ductbank and schedule CPSE inspection. • Call 353-3373. A 24-hr notice is required **Pour concrete and schedule CPSE inspection.** • This might be delayed until early in the next step to coordinate with CPSE construction **Notify CPSE that site is ready for CPSE construction**	4	Week #4-5	• Prep for CPSE construction • Check materials. • Receive dig permits. • Schedule crews. • Inspect ductbank.
CPSE crews will leave the site if the following conditions are not satisfactory. • Maintain stakes and visible street address. • Remove debris and maintain construction access to site for CPSE crews. **Notify CPSE [b] that site is ready to install meter** • "Site ready" includes completed installation of meter loop, transformers, conduits, and power cables on the CPSE side of the meter.	5	Week #6-7	• Construct CPSE facilities. • Install transformer.
	6	Week #8-9	• Set meter, initiate electric service.

a. If a Customer Step is late, the Clock stops. Please stay on top of payments and Meter loop installation.

b. Elapsed times are not a guarantee. More than six weeks will probably be needed for long ductbanks or upgrades to CPS Energy's infrastructure.

c. Customer is required to provide CPS Energy with the required easements prior to being energized..

13-Week Clock

PAD-mounted Transformers

How to Get Your Electric Service in Minimum Time

Temporary or Permanent Service

Customer's Steps To get your service in the minimum time, please keep these steps on schedule.	**Step**	**Typical Elapsed Time** [d]	**CPS Energy (CPSE) Steps**
Deliver essential documents to CPS Energy[b][c] • Application • Sealed site plan drawings, sealed loads, and sealed one line	A	Clock is not started	• Collect information from customer.
Attend a pre-design meeting[b][c]	B	Clock is not started	• Discuss needs with customer and review drawings.
For new construction, please view the CPSE Web Portal to monitor the project schedule and the transactions between CPSE and you. (The Portal is not available for remodeling jobs.)	0	**Clock Starts**	• Pre-design meeting has been completed. • A complete customer package has been received: Application, sealed site drawings, sealed electric loads, sealed one-line.
Host a site visit[b][c]	1	Week #1	• Evaluate site layout, utility coordination, customer construction coordination, construction access.
Receive and comply with CPSE construction drawings[b][c]	2	Week #2-3	• Design electric service; coordinate with the electric system (circuit capacity, fuses). • Create a cost estimate and bill the customer.
Expedite payment to CPSE [a][b][c] **Provide third party easements** [b][e]	3	Week #4-5	• Receive customer payment.
Form up ductbanks and pads and schedule CPSE inspection. • Call 353-3373. A 24-hr notice is required **Pour concrete and schedule CPSE inspection.** • This might be delayed until early in the next step to coordinate with CPSE construction • A 3-day cure is required to set pad mounted transformers on slabs	4	Week #6	Prep for CPSE construction • Check materials. • Receive dig permits. • Schedule crews. • Inspect the forms for slabs and ductbank. • Inspect concrete.
CPSE crews will leave the site if the following conditions are not satisfactory. • Maintain stakes and visible street address. • Remove debris and maintain construction access to site for CPSE crews. **Notify CPSE**[b][c] **that site is ready to install meter** • "Site ready" includes completed installation of meter loop, transformers, conduits, and power cables on the CPSE side of the meter.	5	Week #7-11	• Construct CPSE facilities. • Install transformer.
	6	Week #12-13	• Set meter, initiate electric service.

a. If a Customer Step is late, the Clock stops. Please stay on top of payments and meter loop completion.

b. **For New Construction:** The CPS Energy (CPSE) contact is New Service Delivery, **Project Lead.** Please view the web portal to determine your project lead. You may also call New Service Delivery, Information Development with your **Work Request #** to identify your Project Lead. (210.353.4639)

c. **For Remodeling Jobs:** The CPS Energy (CPSE) supervisor is **Saul Juarez, 210.353.2805.** Saul will assign a Designer as your contact.

d. Elapsed times are not a guarantee. More than thirteen weeks will probably be needed for long ductbanks or upgrades to CPS Energy's infrastructure.

e. Customer is required to provide CPS Energy with the required easements prior to being energized..

Track the progress of your job on-line!

cps ENERGY *Online* with New Service Delivery

Welcome George Corrigan

Search For a Work Request | Initiate a Work Request | Edit your User Profile | Logout |

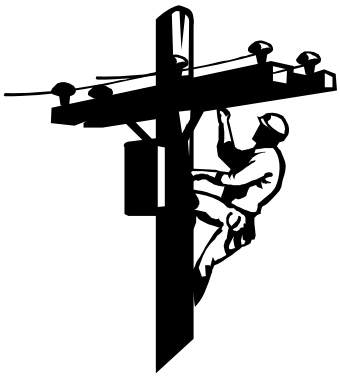
Work Request Number:	99999
Name:	YOUR NAME
Type:	ELEC PADMOUNT
Owner:	CRAWFORD MICHAEL L
Address:	999 FSH-HARDEE RD
Latest Completion Date:	
Project Leader Contact:	Ryan Timothy J (210) 353-2259 (210) 355-1845

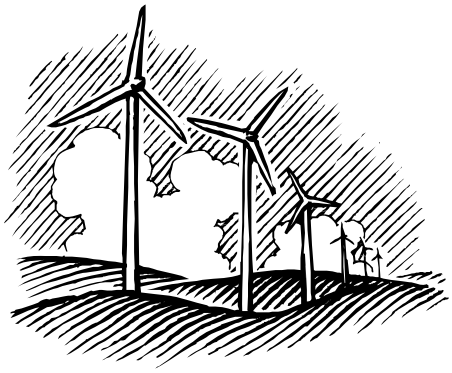
Comments

Date	Comments
03/26/2009	ON HOLD FOR TEMP R-SWITCH REMOVAL
02/05/2009	2-5-09 received CIAC 18,242.55

Task Information for this Work Request

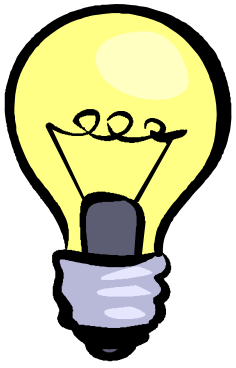
Name	Task Status	Complete Task
Create Work Request	Completed	11/04/08
Pre-Design Meeting and/or Field Survey	Completed	01/16/09
Design Job	Completed	01/23/09
Receive CIAC And/Or Contracts	Completed	02/03/09
Governmental Permits Received	Completed	01/29/09
INITIATION - Get Electric Permit	Not Applicable	
Release To Construction	Completed	02/03/09
Customer's Site Ready for Construction	Completed	Complete This Task
Schedule Work	Completed	02/04/09
Construction Work Complete	In Progress	
Set and Lock Meter	Pending	
Set and Reconnect/Cut-in Meter	Pending	
Complete Work	In Progress	

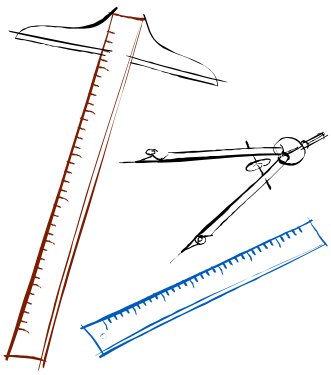




New Service Delivery

Commercial Gas and Electric Service Package





Welcome to New Service Delivery Commercial Planning!

Enclosed you will find specific information regarding requirements and processes for requesting commercial gas and electric services.

Contents:

- **Commercial Gas and Electric Service Application**
- **Gas equipment and load template**
- **Electric equipment and load template**
- **Specification Drawings for:**
  - **3 phase duct bank (riser to pad)**
  - **3 phase transformer pad**
  - **3 phase transformer pad w\tap box**
  - **3 phase riser pole and conduit encasement**
  - **4 ft Removable bollard**
- **Customer Site Ready Criteria**
- **Detail sheet showing easements for gas mains, 3 phase overhead electric and underground electric primary.**

Commercial Gas/Electric Service Application

New Service Delivery
P.O. Box 1771 *(mailing address)*
Mail Drop # 410101
San Antonio, TX 78296
210-353-4639

Application must be completed and accompanied by the following
Site Plan, Load Information, Building Square Footage, Service Voltage, Gas Pressure, Meter Loop Diagram - Full Set Engineered Drawings for 3ph Pad Mount Transformers
(Please print or type)

* REQUIRED TO INITIATE WORK REQUEST

*** Date** *** Project Name:**

*** Project Address:**

*** Electrical Contractor** *** Phone #**

*** Email**

*** Developer Contact** *** Phone #**

*** Email**

*** General Contractor Contact** *** Phone #**

*** Email**

*** Engineer Contact** *** Phone #**

*** E-mail**

Business Type

Coml Office ☐ School ☐ Grocery Store ☐ Retirement Center ☐
Retail Center ☐ Warehouse ☐ Department Store ☐ Hotel ☐ # of rooms
Restaurant ☐ Hospital ☐ Industrial/Manufacturing ☐ *(Specify Type)*
Church ☐ Bank ☐ Other ☐ *(Specify Type)*

Service Type

Overhead Service ☐ *** Service Required Date**
Underground Service ☐
3ph Pad Mount Service ☐ *NOTE: 300kva demand load required to qualify for 3ph pad mount*
Gas ☐
Meter Only ☐ *** Building Square Footage**

* REQUIRED TO INITIATE WORK REQUEST

Customer Information

* Customer of Record Open Charge Yes ☐ No ☐
* Billing Address * Phone #
* Fax #
* Tax ID#

Associated WR #'s (CPS Energy use only) Project Lead Phone
IDS Designer Phone
UG GAS OTHER
OH OTHER

Comments:

Developer/Representative Signature

CPS Energy Representative Signature

Print Name

LOAD INFORMATION

Project\Business Name:

Address:

ELECTRICAL EQUIPMENT

	VA
A/C	
LIGHTING	
RECEPTACLES	
HEATING	
WATER HEATER	
COMPUTERS	
REFRIGERATION	
ELEVATORS	
MOTORS	
OTHER	
TOTAL	

GAS EQUIPMENT

Pressure Required _____	BTU
FURNACE	
BOILER	
COOKING	
WATER HEATER	
POOL\SPA HEATER	
GAS LIGHTING	
OTHER EQUIPMENT	
TOTAL	

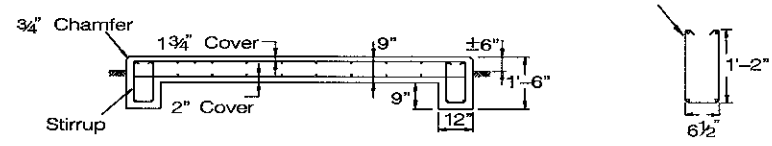
CPS ENERGY™

NOTE:

FOR INFORMATION ONLY
NOT FOR CONSTRUCTION

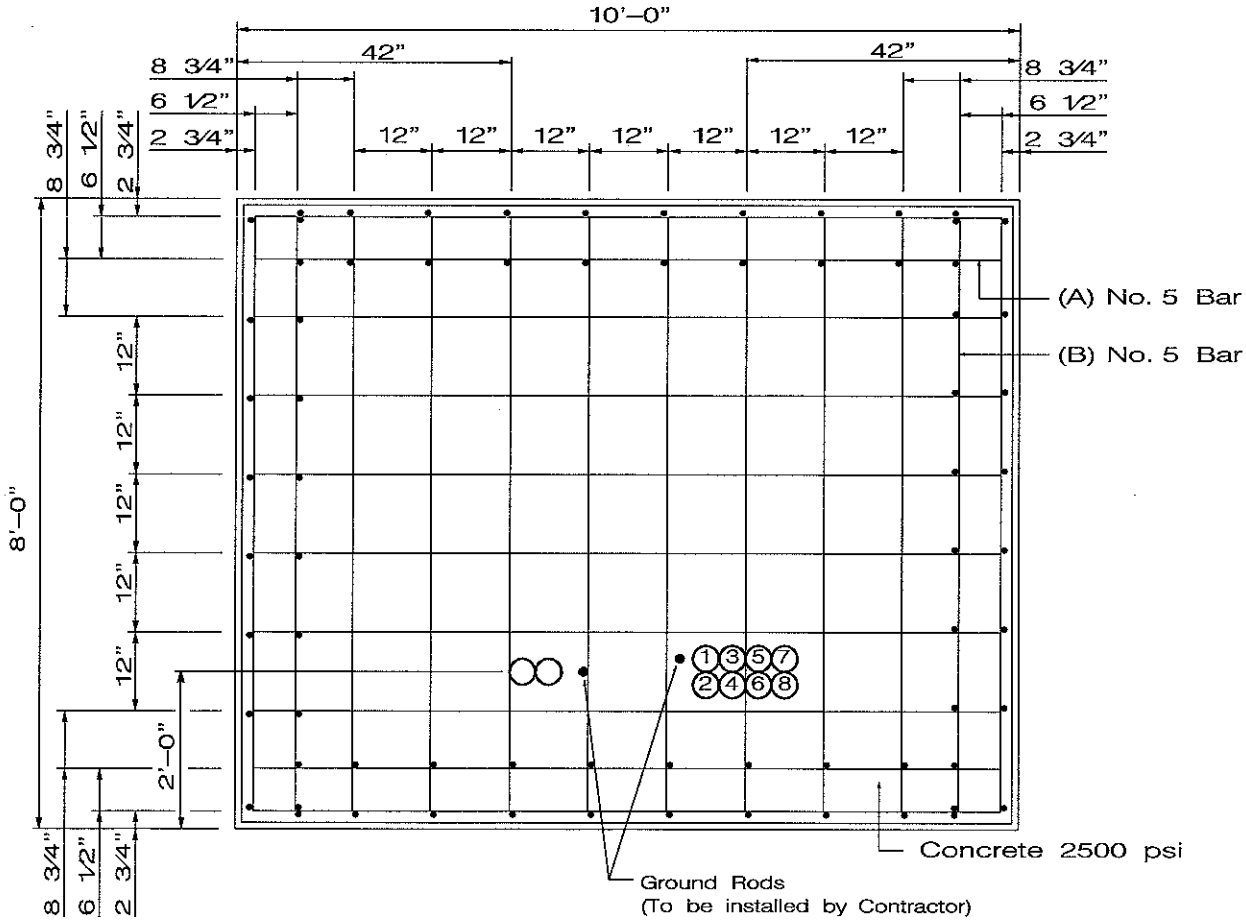
Reinforcing Steel

(A) 20 No. 5 Bars 9'– 8" Long Grade 60
(B) 24 No. 5 Bars 7'– 8" Long Grade 60
(C) 36 No. 3 Bars 3'– 4" Long Grade 60



Stirrup Detail
(C) No. 3 Bar
w /135° Hook

8' X 10' PAD–MOUNT TRANSFORMER SLAB DETAIL (SIDE VIEW) – NTS



THERE SHALL BE NO PIPES, CONDUIT, ETC. UNDER THE SLAB EXCEPT THOSE NECESSARY TO SUPPLY PRIMARY TO THE TRANSFORMER AND THOSE TO SUPPLY THE ELECTRIC LOAD

NOTE:

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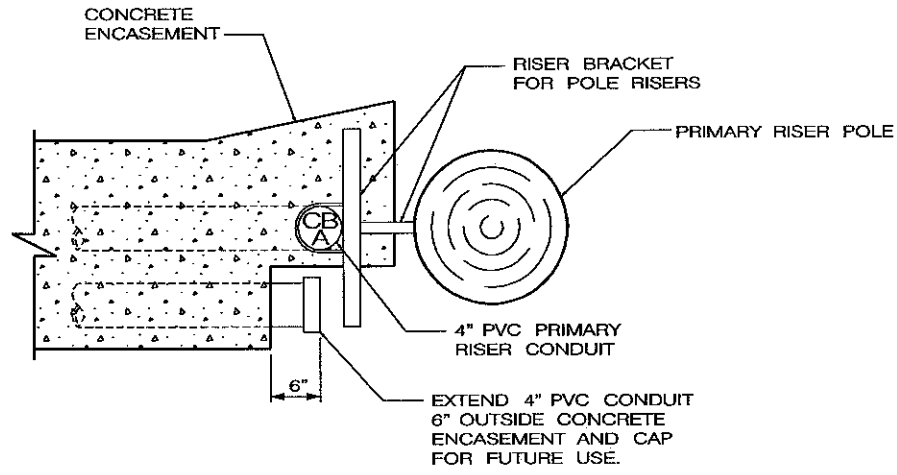
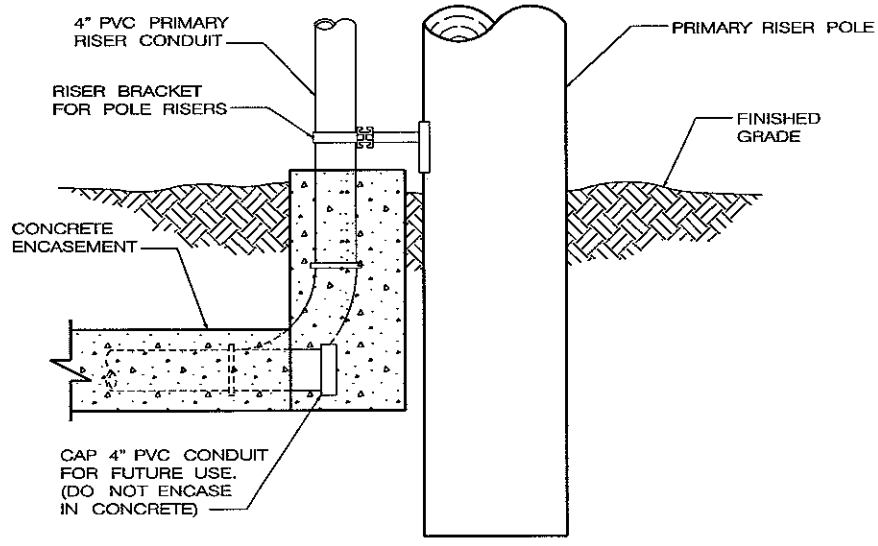
NOT FOR CONSTRUCTION



RISER POLE AND CONDUIT ENCASEMENT DETAIL – TOP VIEW
NOT TO SCALE



RISER POLE AND CONDUIT ENCASEMENT DETAIL – SIDE VIEW
NOT TO SCALE

NOTE:

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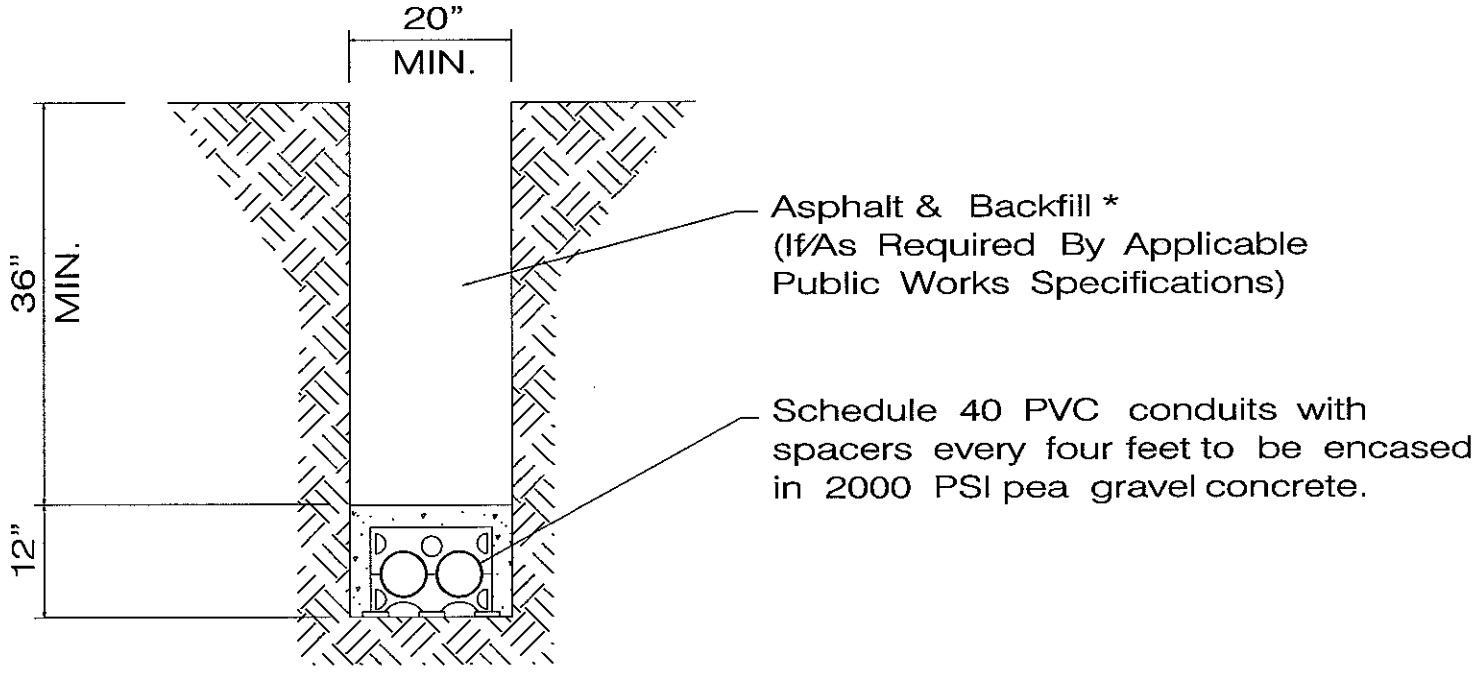

2–4" DUCTLINE DETAIL

NOTE:

FOR INFORMATION ONLY
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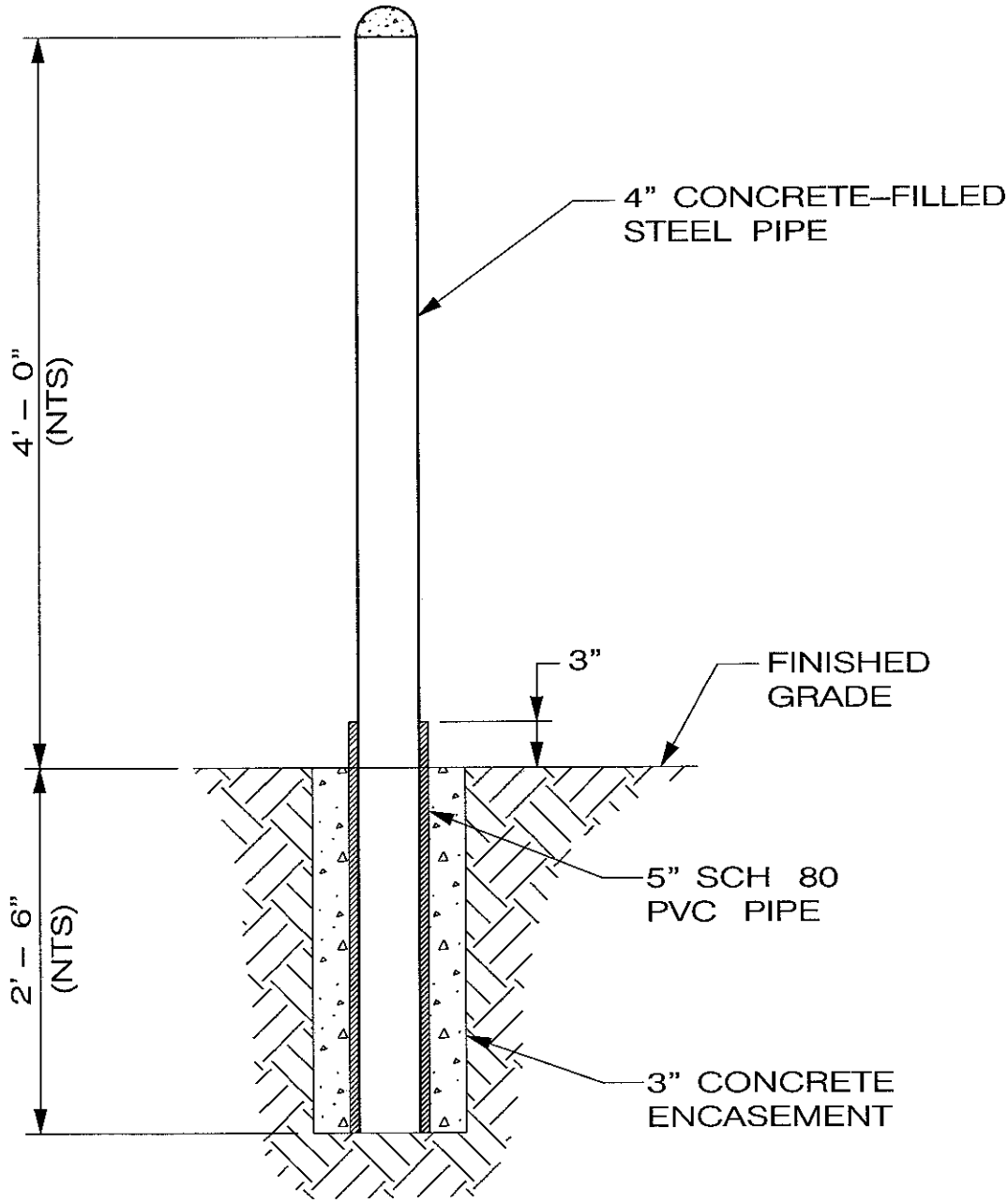


4" REMOVABLE BOLLARD SPECIFICATION

PROFILE VIEW – NOT TO SCALE

NOTE:

FOR INFORMATION ONLY
NOT FOR CONSTRUCTION

TRANSFORMER SLAB REQUIREMENTS FOR WIREWAY APPLICATIONS:

CUSTOMER'S EQUIPMENT SLAB SHALL INTERFACE WITH THE CPS ENERGY TRANSFORMER SLAB UTILIZING ONE OF THE FOLLOWING OPTIONS TO PREVENT DIFFERENTIAL MOVEMENT:

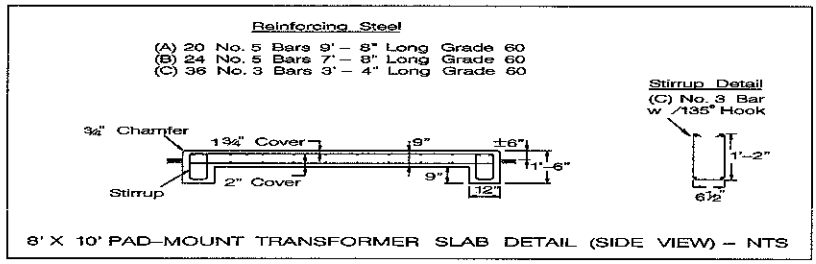
1. TOP AND BOTTOM SLAB REINFORCEMENT INSTALLED BY CUSTOMER MUST BE LAP SPLICED TO THE No.5 STEEL REINFORCING BARS OF THE CPS ENERGY TRANSFORMER SLAB. THE LAP SPLICES SHALL BE A MINIMUM OF 31 INCHES IN LENGTH.

OR

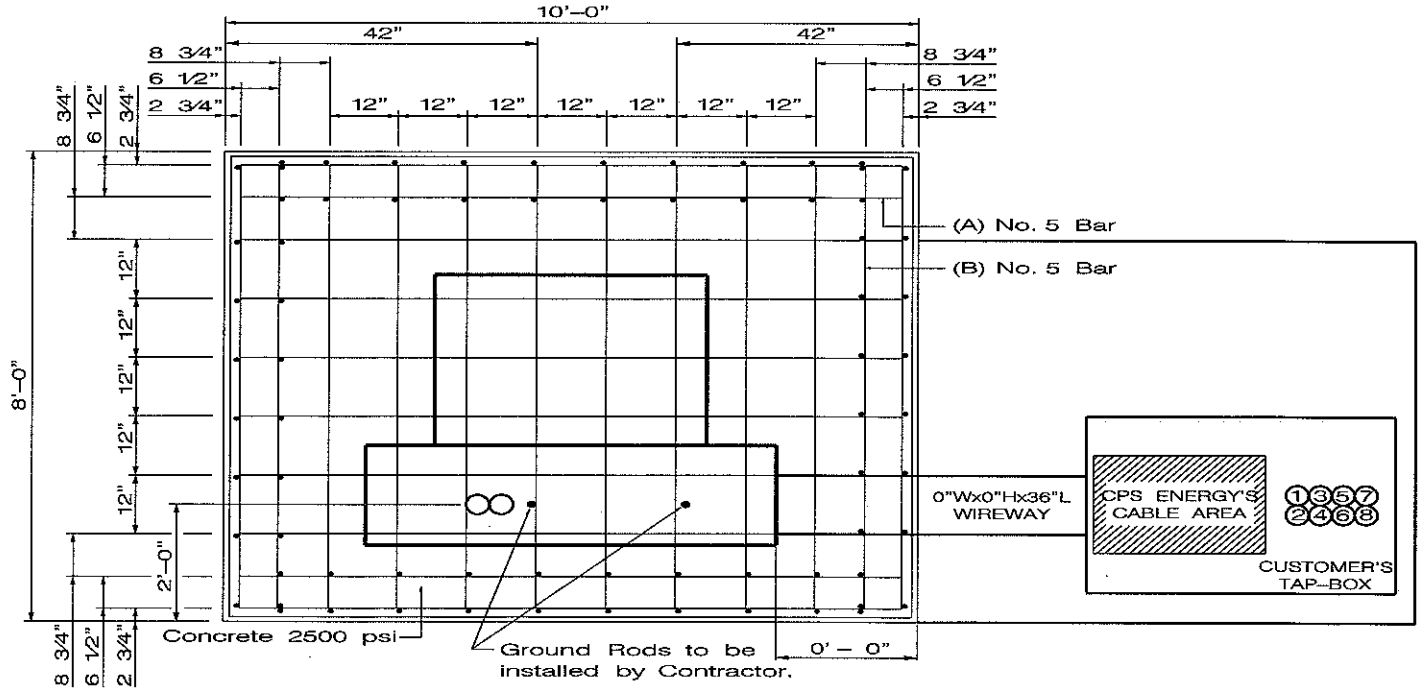
2. TOP AND BOTTOM No.5 STEEL REINFORCING BARS OF THE CPS ENERGY TRANSFORMER SLAB MAY BE INSTALLED OF SUCH LENGTH TO PROVIDE CONTINUOUS REINFORCEMENT ACROSS BOTH SLABS.

CPS ENERGY RECOMMENDS THAT THE CUSTOMER EQUIPMENT SLAB BE SUPPORTED BY A PERIMETER BEAM THAT MATCHES THE DEPTH AND WIDTH OF THE CPS ENERGY TRANSFORMER SLAB BEAM. IF PROVIDED, ALL CUSTOMER PERIMETER BEAM REINFORCING STEEL SHALL BE LAP SPLICED TO THE CPS ENERGY TRANSFORMER SLAB PERIMETER BEAM REINFORCING STEEL A MINIMUM OF 31 INCHES IN LENGTH.

THE CPS ENERGY TRANSFORMER SLAB AND CUSTOMER EQUIPMENT SLAB SHALL BE POURED MONOLITHICALLY.



8' X 10' PAD–MOUNT TRANSFORMER SLAB DETAIL (SIDE VIEW) – NTS



THERE SHALL BE NO PIPES, CONDUIT, ETC. UNDER THE SLAB EXCEPT THOSE NECESSARY TO SUPPLY PRIMARY TO THE TRANSFORMER AND THOSE TO SUPPLY THE ELECTRIC LOAD

Commercial Site Readiness

Customer Site Ready date will be 5-10 days before Customer Requested Date

3-Phase Pad mounts

Work Request Type: NCPAD

1) When the pad mount transformer has been installed and the meter loop complete.

Overhead to Underground – 3 Phase

Work Request Type: NCLME

1) When the secondary conduits have been installed and the meter loop complete.

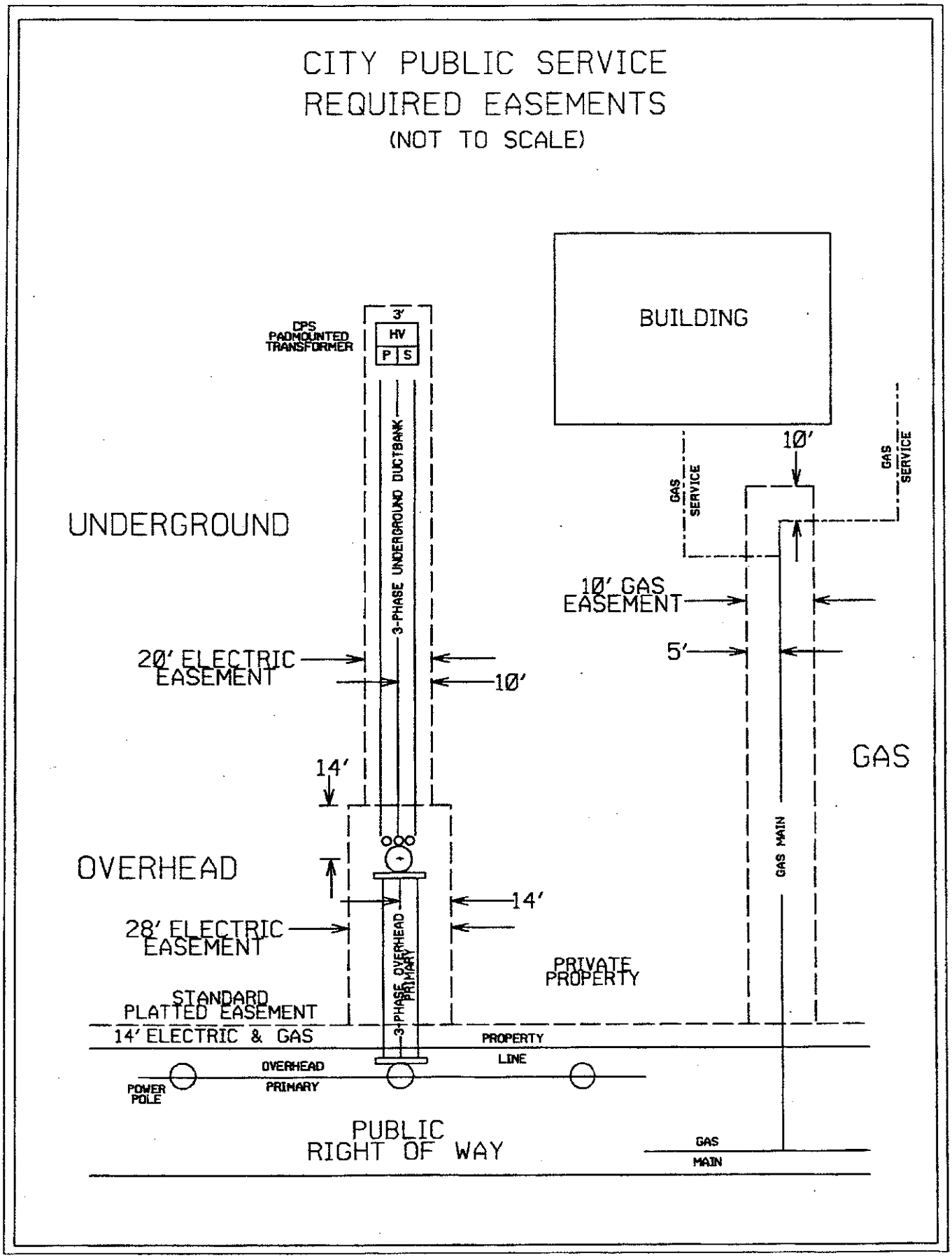
Overhead 3-Phase Service

Work Request Type: NCLME

1) Meter loop completed

Gas

1) Designer places contact name and number on sketch. Install to be determined by Mission Road Gas. Job needs to be released to Mission Road at a minimum of 3-weeks before Customer's requested need by date.


CITY PUBLIC SERVICE
REQUIRED EASEMENTS
(NOT TO SCALE)
BUILDING
CPS
PADMOUNTED
TRANSFORMER
3'
HV
P
S
3-PHASE UNDERGROUND DUCTBANK
UNDERGROUND
20' ELECTRIC
EASEMENT
10'
14'
OVERHEAD
14'
28' ELECTRIC
EASEMENT
3-PHASE OVERHEAD PRIMARY
PRIVATE
PROPERTY
STANDARD
PLATTED EASEMENT
14' ELECTRIC & GAS
PROPERTY
LINE
OVERHEAD
PRIMARY
POWER
POLE
PUBLIC
RIGHT OF WAY
10'
GAS
SERVICE
GAS
SERVICE
10' GAS
EASEMENT
5'
GAS
GAS MAIN
GAS
MAIN