



A message from the Construction Service Improvement Team

New Website & Customer Engineering Web Portal Enhancements Arriving Soon!

Thank you for being our valued customer. We continue to use your feedback to improve our processes and systems for you. We are happy to announce the following easy-to-use features will be available to you very soon through the CPS Energy (CPSE) webpage at cpsenergy.com and the Customer Engineering Web Portal.

Gas Rough-In Process Improvement:

Retrigger inspections more efficiently through the Customer Engineering Web Portal after turndown issues have been resolved.

CoSA Website Link:

Save time by using hyperlinks to access the CoSA Permit and Inspections page directly from:

1. Within a Work Request in the Customer Engineering Web Portal
2. Within the Customer Engineering Web Portal assistance page
3. By accessing a hyperlink posted on the Customer Engineering webpage.

Public Status Webpage:

Get a high-level view of projects and their current status without logging into the Customer Engineering Web Portal. Access the new Public Status page using hyperlinks presented on cpsenergy.com and on the Customer Engineering webpage.

Online Payments:

Pay your invoices with free and secure eCheck online transactions using hyperlinks presented on cpsenergy.com and on the Public Status webpage.

Please watch for upcoming announcements and valuable information regarding the specific features of each enhancement as they become available.

Feedback

We appreciate your feedback on how we can better improve the Customer Engineering Web Portal. We are currently assessing the requirements that will enable us to deliver our next value-added services in our Phase 3 release. Thank you for your input.

Contact Information

To request help or support at any step of the way within the Customer Engineering Web Portal, please send an email to: CSISWebAccess@cpsenergy.com or call (210) 353-2450.

For electric and natural gas service or lighting requests of residential and commercial customers and commercial developments, or status information, please send an email to: CE@cpsenergy.com or call (210) 353-4050.