



A message from the Construction Service Improvement Team

Welcome to our New Customer Engineering Web Portal Enhancements!

Dear Valued Customer,

We appreciate the opportunity to serve you. Please check out these new and easy-to-use features that are implemented for your convenience.

Gas Rough-In Process Improvements:

- You can receive email notifications as inspections are turned down.
- See your “Gas Rough-In Inspection” turndown status and comments.
- Retrigger inspections efficiently thru the Portal after turndown issues have been resolved – ***you don’t need to call!***
- Work Request task “Inspect Customer House Pipe” will automatically be updated when “Gas Rough-In Inspection” is completed.

Construction Information	
Description	Status
GAS ROUGH IN INSPECTION	Pending

City of San Antonio (CoSA) Website Link:

Save time and access information by using hyperlinks to access the “CoSA Permit and Inspections” page directly:

1. from within a Work Request in the Customer Engineering Web Portal
2. by accessing a hyperlink posted on the Customer Engineering webpage
3. within the Customer Engineering Web Portal Assistance page

- [COSA Permit Inspection and Review Search \(* For COSA related permits only\)](#)

Please be on the lookout for more upcoming announcements and valuable information about other enhancements under development to make doing business with us even more convenient and efficient.

Contact Information

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

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