



## Residential Electric and Gas Remodel Process

1. Customer contacts IDS at 210-353-4050 to make request for remodel of gas and/or electric.
2. IDS creates a customer notification through SAP system.
3. Notification is assigned to a Residential Designer/Contractor the next business day.
4. Designer/Contractor contacts Customer within 2 business days to discuss work request, provide contact information, share the standard durations for design, construction and request any necessary documents (load calculation, meter loop drawings, etc.).
5. Customer submits documents for review.
6. Customers should anticipate approximately **10 business days** for the design of residential work requests and **11 business days** for scheduling & construction:
  - If an Overhead (OH) or Underground (UG) remodel does not require re-trenching, a designer will create a work request & a map shot (sketch) with remodel instructions noted on map shot. Once the inspection is approved and submitted, then the work request is released to scheduling.
  - If an UG remodel requires re-trenching or a relocate, a designer will schedule a field site visit with customer or electrician to verify site conditions & route for re-trench or relocate. After the field site visit is completed, the designer will create a work request & a map shot (sketch) with remodel instructions noted on map shot. Once the inspection is approved and submitted, then the work request is released to scheduling.
7. Designer provides Customer with the design of the requested work request along with the invoice. The invoice should be paid within 5 business days to avoid an extension of the requested completion date. Invoices not paid within 90 calendar days are void and will need to be recalculated.
8. Customer remits payment:
  - by mail to: CPS Energy, PO Box 2678, San Antonio Texas, 78289-0001
  - in person at any of the Customer Service Centers:
    - Southside Customer Service Center, 660 SW Military Dr. Ste. X, San Antonio TX 78221
    - Westside Customer Service Center, 803 Castroville Rd. Ste. 406, San Antonio TX 78237
    - Northside Customer Service Center, 7000 San Pedro, San Antonio TX 78216
    - Eastside Customer Service Center, 4525 Rigsby Ave, Ste. 112, San Antonio TX 78222
  - electronically via Automated Clearing House (ACH), by request.
9. Customer locates and marks R.O.W. and easements within their property per recorded survey. CPS Energy stakes infrastructure at customer's project site.
10. For overhead to underground service, Customer furnishes & installs trench and conduit (duct bank) per CPS Energy specifications. For gas and/or electric CPS Energy inspections, Customer calls (210) 353-3373 for the trench and conduit (duct bank) inspection when

completed prior to backfill. Customer needs to provide at least a 24 hour notice for CPS Energy inspection to be scheduled.

11. CPS Energy will commence construction only after the following conditions are met by customer:
  - ✓ payment is remitted (if applicable)
  - ✓ necessary permits released
  - ✓ inspections approved
  - ✓ address clearly posted
  - ✓ site cleared of debris and accessible to CPS Energy construction crews
  - ✓ trees trimmed to provide at least 10 feet of radial clearance around above ground electric and gas facilities
  - ✓ meter loop built and completed
  - ✓ conduits and conductors on the load side of the meter can installed

#### Common Issues that can Result in Residential Remodel Service Delays

1. Unapproved meter loop drawing
2. No meter can is installed
3. Trash/material obstructing the path
4. Electric and gas meter or regulator are too close together\*
5. Unapproved trench and conduit inspection (if overhead to underground)\*
6. Construction crews cannot access site (i.e. locked gates, dogs in yard/property, etc.)
7. Underground (UG) Electric service length exceeds 250 feet
8. Overhead (OH) Electric Service length exceeds 100 feet

\* Note: Refer to CPS Energy Gas Standards. Customer/Builder is responsible for relocation/correction of electric/gas meter locations

#### Remediation Process

1. The CPS Energy Inspector will typically leave a notice at the electric meter to identify the issue.
2. Once the issue is resolved, the customer is responsible for contacting their assigned Designer/Contractor to inform CPS Energy that site is again ready for construction.
3. The Construction Completion Date will be adjusted to accommodate the construction delay:
  - 11 working days for overhead or underground electric service remodel

#### Remodels Associated with Distributed Generation (Dg)

The customer is responsible for completing, submitting and obtaining final approval of the DG application when installing any type of DG (e.g. solar systems, back-up generators, etc.) prior to beginning process for residential remodels. DG application can be found on the CPS Energy website under Developers & Builders Section. The DG application is part of the [DG Manual](#).

#### Residential Services Site Readiness Requirements

The following job site conditions shall be met prior to CPS Energy scheduling the installation of service facilities:

1. The service route must be free of debris and interference for a minimum 10 foot width between the transformer or secondary enclosure and meter location, as well as a 15 foot radius around the transformer or secondary enclosure.
2. The grade along the service route shall be within 6 inches of final grade for underground service request.
3. The electric meter loop and the meter can must be installed and securely mounted on the building wall.
4. For UG service request, 3" service raceway, main disconnect, switches and load wires connected to meet CPS Energy Standards. The service raceway shall be installed from the meter socket to the final grade and secured with two 2-hole pipe straps to the finished wall.
5. The gas house pipe connection must be stubbed out 26 inches above final grade.
6. Gas and electric service locations must be clear of water and drain lines. If there is a conflict, Customer is responsible for any damages that may occur to all privately owned underground facilities and systems (including but not limited to water services, culverts, irrigation systems, drain pipes, septic lines and underground wiring).

#### Additional Notes

CPS Energy will install the gas and electric service to the home if there is clear 10 ft. path free of any obstacles to perform the trenching. If the property has any of the following conditions as stated below, please contact the CPS Energy assigned Designer to coordinate the service route and meter location, before performing any electrical wiring or gas piping:

- Service route has more than a 3 to 1 slope ratio.
- Any retaining wall or bluffs within the 10ft path of service route.
- UG Service lateral distance exceeds 250ft from CPS Energy UG transformer (or secondary enclosure) or exceeds 100ft from CPS Energy OH transformer to the meter loop at residence

All CPS Energy underground services shall be installed prior to pouring driveways, sidewalks or patios when they are located in the service route. If sidewalks, driveways, or other obstructions are to be installed prior to CPS Energy's service installation, the customer at their expense shall furnish and install a conduit sleeve for each utility. The conduit sleeves shall consist of one six-inch schedule 40 or 80 PVC conduit for the passage of the one conduit for the electric service lateral and one four-inch schedule 40 or 80 PVC conduit for the gas service pipe. Minimum depth of these sleeves shall be 24 inches to the top of these conduits. The conduit sleeves shall extend a minimum of 12 inches on each side of the sidewalk, driveway, or other obstruction and shall be capped. Customer shall mark on the surface where the ends of the conduit sleeves are located. This marking must be present when CPS Energy is ready to install these facilities.