



## Residential Electric and Gas Service Process

1. Customer submits application with all required information and documents electronically to [ce@cpsenergy.com](mailto:ce@cpsenergy.com) or at either of the following office locations:
  - 17281 N. Green Mountain Rd., San Antonio, Texas 78247
  - 7814 S. Zarzamora St. #3, San Antonio, Texas 78224
2. Information Development Specialist (IDS) contacts Customer to acknowledge receipt of application package and requests any missing information and/or documents. Application must include:
  - Valid address assigned by the City of San Antonio (Inside City Limits)
  - A copy of the deed with a legal description of property (Outside City Limits)
  - Site plan showing where the property is located
  - Need a form of identification to set-up account:
    - Social Security card,
    - Government/State Issued ID or Driver's License;
    - Matricula Consular ID (Mexican passport will not be accepted);
    - If not from the United States - Proof of Residency (passport will not be accepted)
  - Square footage of the home or mobile home
  - State if service run is Overhead or Underground to meter loop
  - State if electric & gas or electric only
    - If CPS Energy gas is needed, list the gas appliances to be used on the service application
  - State if temporary service is needed
3. IDS processes completed application package. IDS informs the Customer the application process has been forwarded to the appropriate Designer in the Residential Services Section.
4. Designer contacts Customer within **2 business days** to discuss work request, provide contact information, share the standard durations for design and construction, and schedule a preliminary design meeting, if necessary.
5. Customer provides any easements or any additional information required by CPS Energy.
6. Customers should anticipate approximately **4 weeks (20 business days)** for the design of residential work requests and **2 weeks (10 business days)** for release of service and meter only work requests. The Designer will provide the standard construction durations which vary based on the type of work request(s).
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 Castrovilla 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 furnish & installs trench and conduit (duct bank) per CPS Energy specifications. Customer calls (210) 353-3373 to request CPS Energy inspections for the trench and conduit (duct bank) when completed, prior to backfill. Customer provides 24-hour notice for inspection.
  11. CPS Energy will commence construction only after the following conditions are met by customer:
    - ✓ payment is remitted
    - ✓ any required easements provided
    - ✓ necessary permits released
    - ✓ inspections approved
    - ✓ R.O.W. and easements are properly marked
    - ✓ address clearly posted
    - ✓ site within 6 inches of final grade, 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 Service Delays

1. Unapproved meter can is installed
  2. No meter can is installed
  3. Trash/material obstructing the path
  4. Electric and gas meter or regulator are too close together\*
  5. Gas meter or regulator are located under vent or window\*
  6. Construction crews cannot access site (i.e. locked gates, dogs in yard/property, etc.)
  7. Meter is on wrong side of the house
  8. Underground (UG) Electric service length exceeds 250 feet
  9. Overhead (OH) Electric Service length exceeds 100 feet
  10. Conduit/trench is not deep enough or does not meet CPS Energy standards, if underground
- \* 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. The CPS Energy representative will unclick the "Site Ready" task if applicable in the web portal and contact the customer within 1 business day to notify them of the issue and provide them with options to resolve it.
3. Once the issue is resolved, the customer is responsible for re-clicking the "Site Ready" task in the web portal or contact Residential Services at 210-353-4050 to inform CPS Energy that site is again ready for construction.
4. The Construction Completion Date will be adjusted to accommodate the construction delay:
  - 17 working days if underground gas and/or electric infrastructure are not installed

- 6 working days if underground gas and/or electric infrastructure are installed (meter only)
- 6 working days if for overhead electric and infrastructure is installed

#### 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.