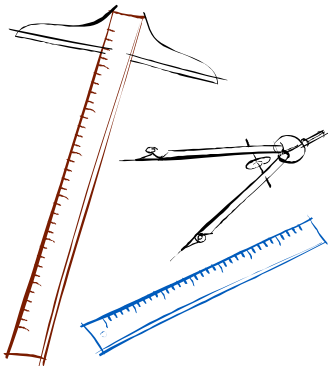
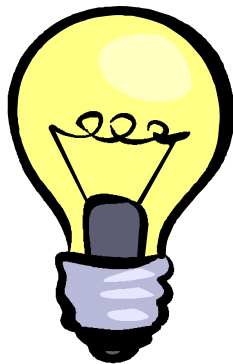


New Service Delivery

Residential Gas and Electric Service Package





**Welcome to New Service Delivery
Residential Planning!
Revised 9-21-2009**

**Enclosed you will find specific information regarding
Requirements, standards and the process for requesting
Residential Gas and Electric Services.**

Contents:

- **Introduction**
- **Options for requesting application**
- **Web Portal Enrollment Form**
- **Individual Request Form for Residential Gas And
Electric Service Application**
- **Jobsite Readiness Notification**
- **“Jobsite Not Ready” Process Steps (p. 7- 9)**
- **Meter Location Requirements**

**New Service Delivery
Residential Manager
Duane Dugie 210.353.6866**



Application Options for Requesting New Gas and Electric Service Within the New Service Delivery Pilot Area

Web Portal:

Application can be requested online and the builder can review status of the service installation online.

This is the preferred method of requesting single or multiple service application. There is a 3-hour training class that is required before you can go online to use the web portal.

Upon completion of web-portal training you will be issued a User ID, password, the link to the web site, and instructions to create a new password.

For information please contact Bill Flores, NSD Training Administrator, at 353-3767 to schedule your web-portal training.

Walk-in:

Requests can be made in person with Information Development Services at 17281 N. Green Mountain Rd, Monday – Friday, 7:30AM – 3:30PM.

Phone call:

Requests can be made over the phone to the Information Development Section at (210) 353-4NEW (4639).



Online with New Service Delivery

Web Portal Enrollment Form

This Is Not An Application For Service

Deliver Enrollment Form to:

New Service Delivery-NEA
17281 N. Green Mountain Rd.
San Antonio, Texas 78247
Attn: NSD Training

Email Enrollment Form to:

nsdtraining@cpsenergy.com

Federal Tax Identification #:	
Contact Person	
Business /Customer Name:	
Portal User Name:	
Email Address:	
Mailing Address:	
City	
State / ZIP	
Phone Number:	



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

Individual Request for Residential Gas/Electric Service Application

Application must be completed and accompanied by the following:
Site Plan, Gas and Electric Load Information, Building Square Footage

(Please print or type)

Date Home Builder
Ferguson Map # Address/Location
Subdivision Name
Superintendent Phone #
Electrical Contact Phone #
Plumbing Contact Phone #

Service Type	Overhead Service	<input type="checkbox"/>	Service Required Date	<input type="text"/>
	Underground Service	<input type="checkbox"/>		
	Gas	<input type="checkbox"/>	Living Square Footage	<input type="text"/>
	Temporary	<input type="checkbox"/>		

Site Soil Conditions Rock Hard Rock Dirt Sand

Customer Information Customer of Record
Billing Address Phone #
 Fax #

Note: The following information is Required to initiate work requests

Tax ID# OR Social Security # and Driver's License # State

Associated WR #'s (CPS Energy use only)		Project Manager	<input type="text"/>	Phone	<input type="text"/>
IDS	<input type="text"/>	Designer	<input type="text"/>	Phone	<input type="text"/>
UG	<input type="text"/>	GAS	<input type="text"/>	OTHER	<input type="text"/>
OH	<input type="text"/>		<input type="text"/>	OTHER	<input type="text"/>
Scheduling:					
Plans accepted date	<input type="text"/>	CPS Energy Start by date	<input type="text"/>		
Planning completion date	<input type="text"/>	CPS Energy completion date	<input type="text"/>		

Comments:

Builder/Customer Signature

CPS Energy Representative Signature

**RESIDENTIAL
JOBSITE READINESS NOTIFICATION**

The Following job site ready conditions shall be met prior to CPS Energy installing service facilities:

The service route is free of debris and interference for a minimum 10 foot width between the transformer or secondary enclosure and meter locations, as well as a 15 foot radius around the secondary enclosure or transformer source. ** See Note Below**

The service route is within 6 inches of final grade.

The electric meter loop is installed, including meter can, 3" service raceway, main disconnect, switches and load wires connected to meet CPS Energy Standards. The service raceway is to be installed from the meter socket to the final grade and secured with two 2-hole pipe straps to the finished wall.

The gas house pipe connection is stubbed out 26 inches above final grade.

Gas and electric service locations should 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).

NOTE: 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 a CPS Energy Representative at (210)353-4NEW or (210)353-4639 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 10 ft. path of service route.

*Service lateral distance exceeds 250 ft. from CPS Energy transformer to the service equipment at residence.

NOTE: All CPS Energy services are to be installed prior to pouring driveways, sidewalks or patios when they are located in the design route or a 6 inch conduit sleeve will be installed by customer for each utility service. A 4 inch schedule 40 or 80 PVC conduit sleeve will be needed for the gas service pipe.

Process Continues, Process is Stopped, or a Turn Down is Issued
Customer Copy
2-17-2009

1) Meter Can is not on the wall, an unapproved/non-standard meter can is on the wall, or No Slab - (PROCESS IS STOPPED)

- a. Site ready is “un-clicked” in the web portal.
- b. An Information Development Specialist will call the customer to let them know about the deficiency.
- c. Once the customer clears up the deficiency, the customer is responsible for re-clicking the site ready task in the web portal. (If the customer is not a registered web portal user, please contact Information Development at 210-353-4639 to let them know your site is ready for construction.)
- d. The requested completion date (Need-By Date) will be reset, and the process will begin again.
 - 15 working days if undergrounds (gas and/or electric) are not installed.
 - 5 working days for meter only (undergrounds are already installed).

2) Gas and Electric meters are too close - (PROCESS IS STOPPED)

- a. The CPS Energy UED Inspector will leave a notice at the electric meter can indicating that the gas and electric are too close.
- b. Site ready is “un-clicked” in the web portal.
- c. The Project Leader will call the customer within 24-hours to notify them of the issue and provide them with options to resolve the issue(s).
- d. Once the issues are resolved, the customer is responsible for re-clicking the site ready task in the web portal. If the customer is not a registered web portal user, please contact your Project Leader to let them know your site is ready for construction.
- e. The requested completion date (Need-By Date) will be reset, and the process will begin again.
 - 15 working days if undergrounds (gas and/or electric) are not installed.
 - 5 working days for meter only (undergrounds are already installed).

3) CPS Energy Gas is in front of a vent or under a window (Gas Ventilation Hazard) – (PROCESS IS STOPPED)

**The process will only be stopped when the Gas Regulator and/or Gas Meter is directly in front of the garage vent, dryer vent, or range vent. There are no specific requirements for how far to the left or to the right the vents must be; the vent just can’t be behind the Gas Regulator and/or Gas meter. If the Builder does not want to move the Gas Regulator and/or Gas Meter, the exterior vent must be removed and the finished wall must be repaired. (If the gas equipment belongs to another gas company, we will not be notifying the customer of the issue).

- a. The CPS Energy UED Inspector will leave a notice at the electric meter can indicating that the gas meter is in front of a vent or under a window.
- b. Site ready is “un-clicked” in the web portal.
- c. The Project Leader will call the customer within 24-hours to notify them of the issue and provide them with options to resolve the issue(s).

- d. Once the issues are resolved, the customer is responsible for re-clicking the site ready task in the web portal. If the customer is not a registered web portal user, please contact your Project Leader to let them know your site is ready for construction.
- e. The requested completion date (Need-By Date) will be reset, and the process will begin again.
 - 15 working days if undergrounds (gas and/or electric) are not installed.
 - 5 working days for meter only (undergrounds are already installed).

4) No Access - (Bluff, Retaining Wall, Tree in the way, Air Conditioner on the side of the house, Confined space) - (PROCESS IS STOPPED)

- a. The CPS Energy UED Inspector will leave a notice at the electric meter can indicating the issues.
- b. Site ready is “un-clicked” in the web portal.
- c. The Project Leader will call the customer within 24-hours to notify them of the issue and provide them with options to resolve the issue(s).
- d. Once the issues are resolved, the customer is responsible for re-clicking the site ready task in the web portal. If the customer is not a registered web portal user, please contact your Project Leader to let them know your site is ready for construction.
- e. The requested completion date (Need-By Date) will be reset, and the process will begin again.
 - 15 working days if undergrounds (gas and/or electric) are not installed.
 - 5 working days for meter only (undergrounds are already installed).

5) Meter is on the Wrong Side of the House or the service length exceeds 250 feet – (PROCESS IS STOPPED)

- a. The CPS Energy UED Inspector will leave a notice at the electric meter can indicating that the meter is on the wrong side of the house or that the service length exceeds 250 feet.
- b. Site ready is “un-clicked” in the web portal.
- c. The Project Leader will call the customer within 24-hours to notify them of the issue and provide them with options to resolve the issue(s).
- d. Once the issues are resolved, the customer is responsible for re-clicking the site ready task in the web portal. If the customer is not a registered web portal user, please contact your Project Leader to let them know your site is ready for construction.
- e. The requested completion date (Need-By Date) will be reset, and the process will begin again.
 - 15 working days if undergrounds (gas and/or electric) are not installed.
 - 5 working days for meter only (undergrounds are already installed).

6) Customer Provided Construction (e.g. Conduit under driveway is not deep enough, Trench Depth/Conduit is not to CPS Energy standards) – (PROCESS IS STOPPED)

- a. The CPS Energy UED Inspector will leave a notice at the electric meter can indicating the issues.
- b. Site ready is “un-clicked” in the web portal.
- c. The Project Leader will call the customer within 24-hours to notify them of the issue and provide them with options to resolve the issue(s).
- d. Once the issues are resolved, the customer is responsible for re-clicking the site ready task in the web portal. If the customer is not a registered web portal user, please contact your Project Leader to let them know your site is ready for construction.
- e. The requested completion date (Need-By Date) will be reset, and the process will begin again.
 - 15 working days if undergrounds (gas and/or electric) are not installed.
 - 5 working days for meter only (undergrounds are already installed).

7) Material in the way, Flat Work, or Forms (Bricks, Dirt, Rocks, Scaffolding, Fence, can't get our equipment in yard to trench etc.) – (PROCESS CONTINUES)

The Process will not be stopped automatically.

- a. The CPS Energy UED Inspector will leave a notice for the customer at the electric meter can indicating what they need to move.
- b. An Information Development Specialist (IDS) will call the customer to let them know that they have to move their material, trash, silt fence, etc. At this point, the process will continue, and the original need by date will remain as is.
- c. If the customer cannot remove material in a timely manner (timely will be determined by the Foreman based on his/her workload that day), the site ready task in the web portal will be un-clicked.
- d. Once the customer clears the job site, the customer is responsible for re-clicking the site ready task in the web portal. (If the customer is not a registered web portal user, please contact Information Development at 210-353-4639 to let them know your site is ready for construction.)
- e. The requested completion date (Need-By Date) will be reset, and the process will begin again.
 - 15 working days if undergrounds (gas and/or electric) are not installed.
 - 5 working days for meter only (undergrounds are already installed).

NOTE: CPS Energy will install the gas and electric service to the residential home if there is a 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 a CPS Energy Representative at (210)353-4NEW(4639) to coordinate the service route and meter location, before performing any electrical wiring or gas piping in the residence.

- *The 10 ft. path of service route has more than a 3 to 1 slope ratio.*
- *Any retaining walls or bluffs within the 10 ft. path of service route.*
- *Service lateral distance exceeds 250 ft. from CPS Energy transformer to service equipment at residence.*

If sidewalks, driveways, or other obstructions are to be installed prior to CPS Energy's installation, the customer at his 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 service lateral and one four-inch schedule 40 or 80 PVC conduit for gas service pipe. Minimum depth of this 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. Customer shall mark on the surface where the beginning and end of the conduit sleeves are located. This marking must be present when CPS Energy is ready to install these facilities.

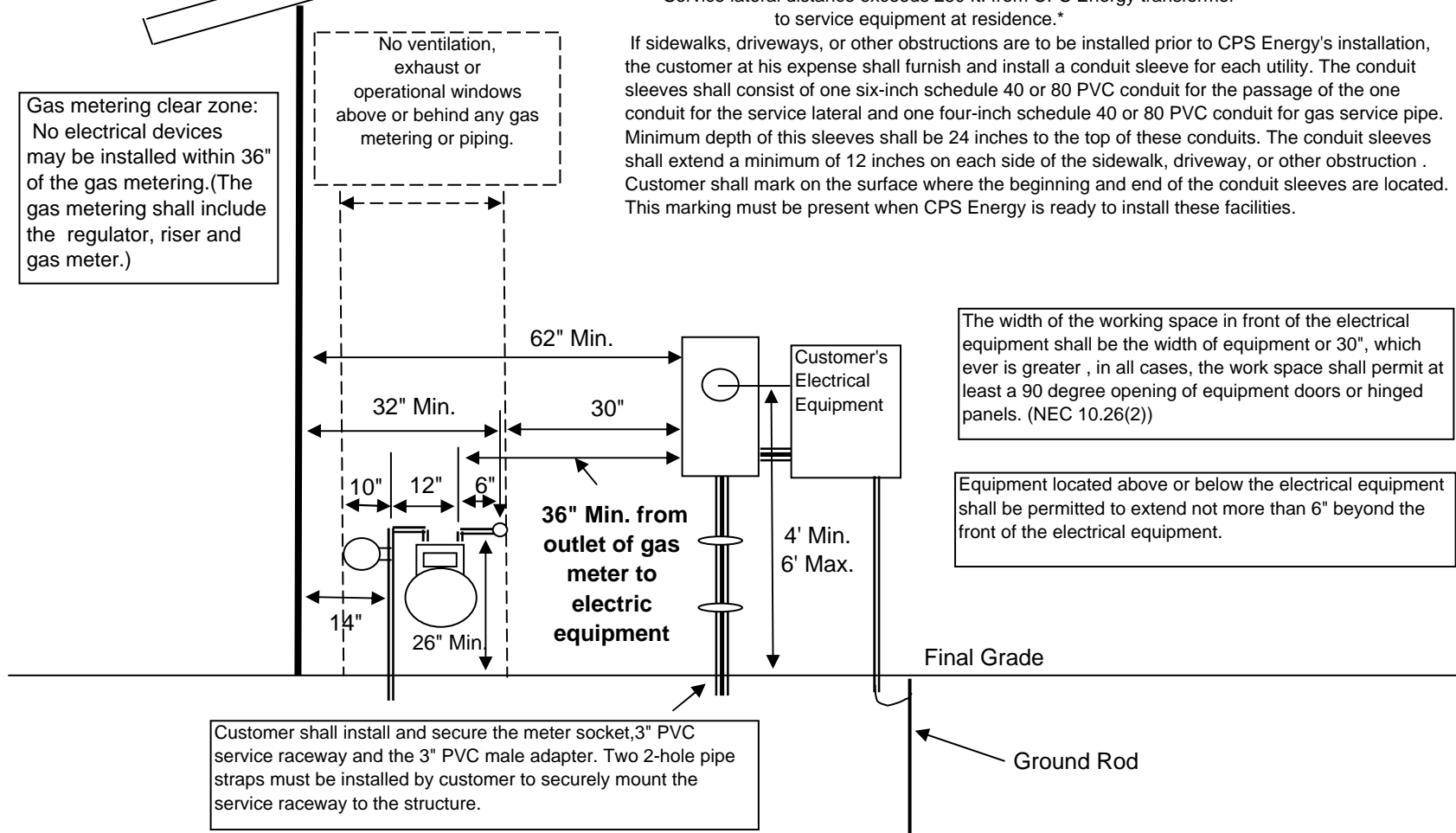
Gas metering clear zone:
No electrical devices may be installed within 36" of the gas metering. (The gas metering shall include the regulator, riser and gas meter.)

No ventilation, exhaust or operational windows above or behind any gas metering or piping.

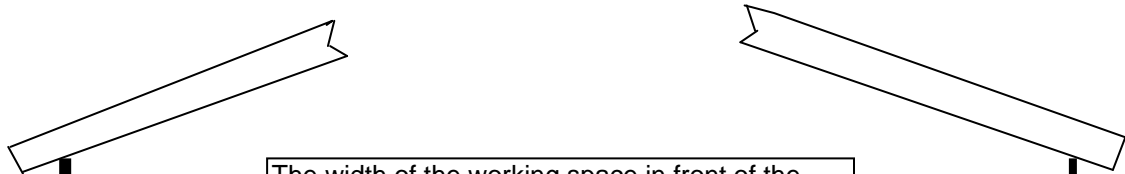
The width of the working space in front of the electrical equipment shall be the width of equipment or 30", which ever is greater, in all cases, the work space shall permit at least a 90 degree opening of equipment doors or hinged panels. (NEC 10.26(2))

Equipment located above or below the electrical equipment shall be permitted to extend not more than 6" beyond the front of the electrical equipment.

Customer shall install and secure the meter socket, 3" PVC service raceway and the 3" PVC male adapter. Two 2-hole pipe straps must be installed by customer to securely mount the service raceway to the structure.



Right-Front Side (RFS) or Left-Back Side (LBS) of Residence



The width of the working space in front of the electrical equipment shall be the width of equipment or 30", which ever is greater , in all cases, the work space shall permit at least a 90 degree opening of equipment doors or hinged panels. (NEC 10.26(2))

METER CAN SHOULD BE PLACED CLOSEST TO THE CORNER OF THE SERVICE EQUIPMENT

Right-Front or Left-Back

Left-Front or Right-Back

4' Min.
6' Max.

4' Min.
6' Max.

Final Grade

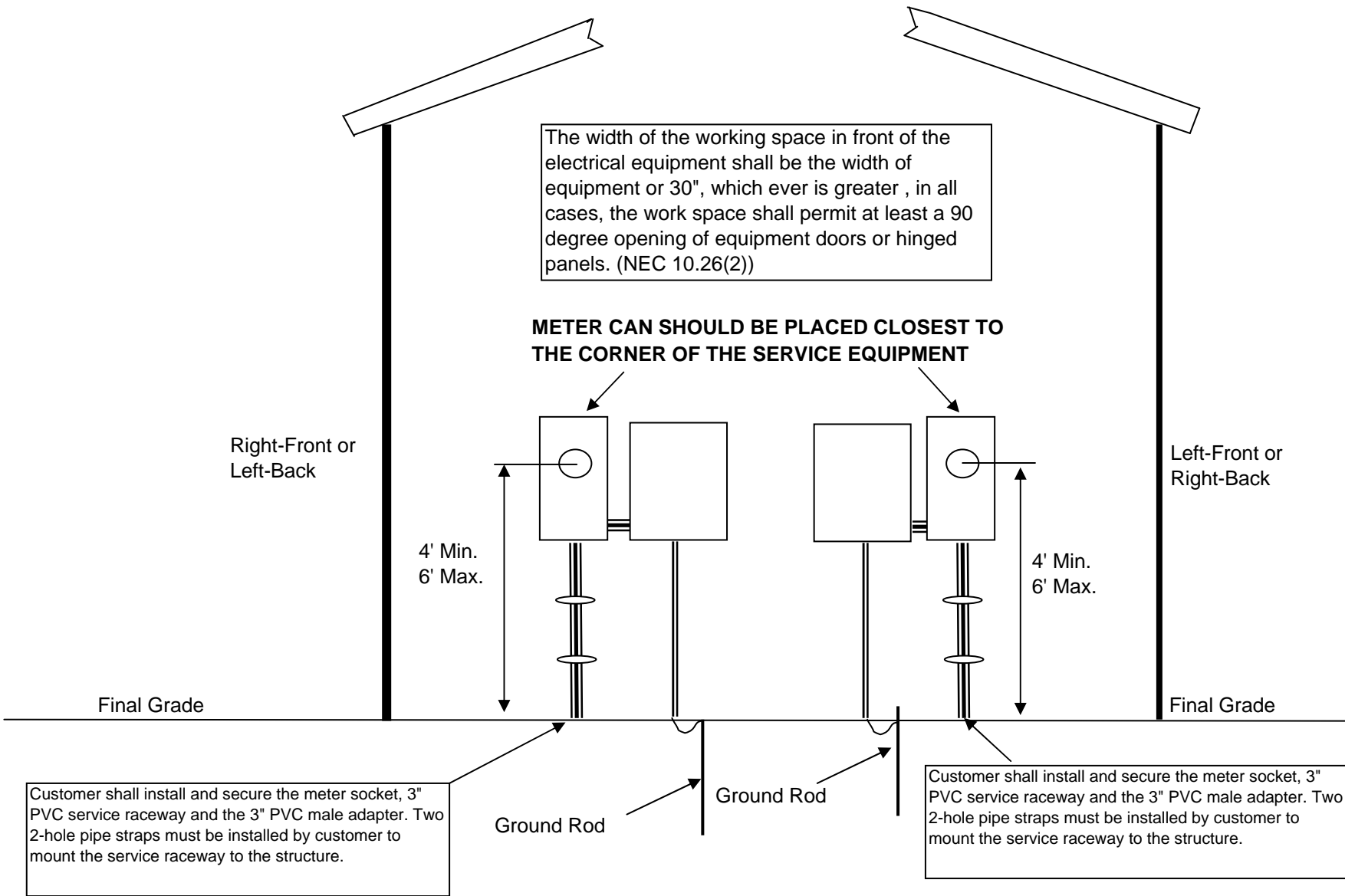
Final Grade

Customer shall install and secure the meter socket, 3" PVC service raceway and the 3" PVC male adapter. Two 2-hole pipe straps must be installed by customer to mount the service raceway to the structure.

Ground Rod

Ground Rod

Customer shall install and secure the meter socket, 3" PVC service raceway and the 3" PVC male adapter. Two 2-hole pipe straps must be installed by customer to mount the service raceway to the structure.



NOTE: CPS Energy will install the gas and electric service to the residential home if there is a 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 a CPS Energy Representative at (210)353-4NEW(4639) to coordinate the service route and meter location, before performing any electrical wiring or gas piping in the residence.

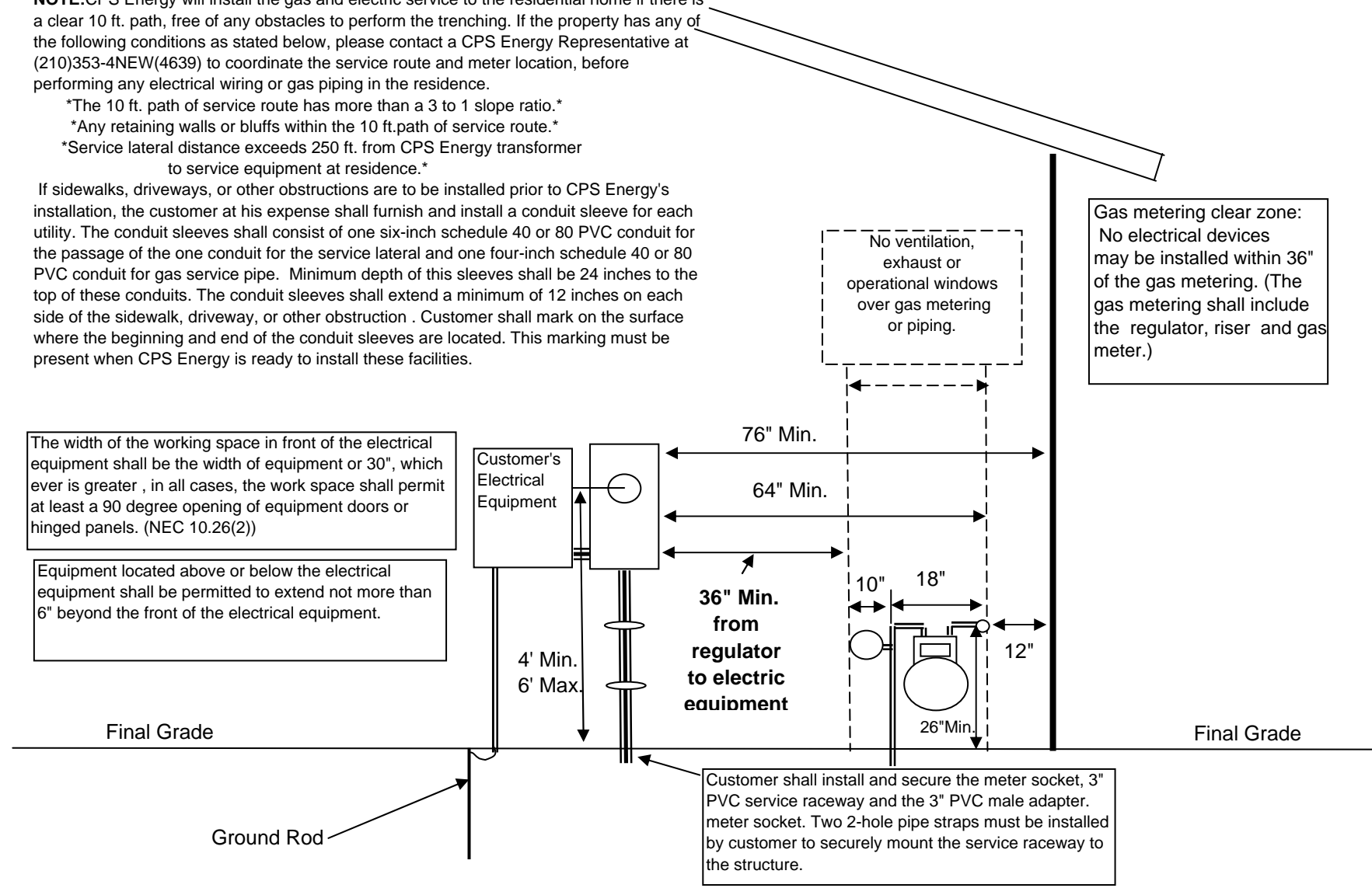
- *The 10 ft. path of service route has more than a 3 to 1 slope ratio.*
- *Any retaining walls or bluffs within the 10 ft. path of service route.*
- *Service lateral distance exceeds 250 ft. from CPS Energy transformer to service equipment at residence.*

If sidewalks, driveways, or other obstructions are to be installed prior to CPS Energy's installation, the customer at his 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 service lateral and one four-inch schedule 40 or 80 PVC conduit for gas service pipe. Minimum depth of this 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. Customer shall mark on the surface where the beginning and end of the conduit sleeves are located. This marking must be present when CPS Energy is ready to install these facilities.

Gas metering clear zone:
No electrical devices may be installed within 36" of the gas metering. (The gas metering shall include the regulator, riser and gas meter.)

The width of the working space in front of the electrical equipment shall be the width of equipment or 30", which ever is greater, in all cases, the work space shall permit at least a 90 degree opening of equipment doors or hinged panels. (NEC 10.26(2))

Equipment located above or below the electrical equipment shall be permitted to extend not more than 6" beyond the front of the electrical equipment.



Customer shall install and secure the meter socket, 3" PVC service raceway and the 3" PVC male adapter. meter socket. Two 2-hole pipe straps must be installed by customer to securely mount the service raceway to the structure.

Left-Front Side (LFS) or Right-Back Side (RBS) of Residence