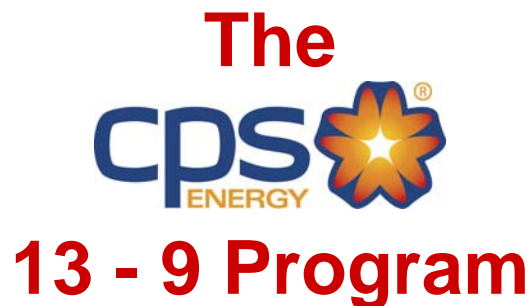


CPS New Service Delivery

How to Get Your Commercial Electric Service in Minimum Time



13 weeks for PAD-mounted transformers

9 weeks for POLE-mounted transformers

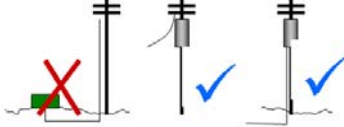
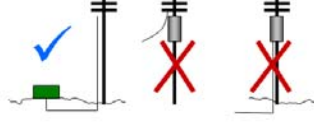
Inside:

- What are the types of electric services?
- Who do you call at CPS Energy?
- How does the 9-week process work?
- How does the 13-week process work?
- When do you need to act in the 13-week process?
- How can you track status of your job?



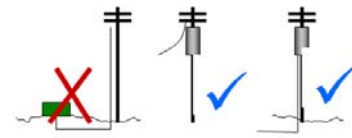
CPS Energy Commercial Contacts

Based on Type of Electric Service

| | <p>POLE-mounted transformers (9 Weeks)</p>  | <p>PAD-mounted transformers (13 Weeks)</p>  |
|--|---|---|
| <p>Small Services Less than 300 KVA</p> | <p>New Construction Permanent and Temporary Services New Service Delivery Information Development Section North Location 17281 N. Green Mountain Rd 353.4639 office Select option 1 Or South Location 7814 South Zarzamora 78224 353.4639 office Select option 2 Mailing Address PO Box 1771, SAT 78296</p> <p>New Service Delivery Commercial Manager Milton Russell 353.2814</p> <p>Remodel Jobs Permanent and Temporary Services Contract CPS Energy Service Center David Martin NWC 353.2326 Chris Lansford SWC 353.2810 Diane Willis ESC 353.2852</p> | <p>New Construction* Permanent and Temporary Services New Service Delivery* Information Development Section North Location 17281 N. Green Mountain Rd 353.4639 office Select option 1 Or South Location 7814 South Zarzamora 78224 353.4639 office Select option 2 Mailing Address PO Box 1771, SAT 78296</p> <p>New Service Delivery Commercial Manager Milton Russell 353.2814</p> |
| <p>Large Services Greater Than 300 KVA (Diversified)</p> | <p>Pole-mounted transformers are not used for large services</p> | <p>CPS Energy New Service Delivery contacts are the same as above Remodel Jobs* Permanent and Temporary Services Saul Juarez, Supervisor** 145 Navarro Street 353.2805 SCJuarez@cpsenergy.com</p> |



9-Week Clock Pole-Mounted Transformers



How to Get Your Electric Service in Minimum Time

**300 kVA or less, Temporary or Permanent Service
New Construction or Remodeling Jobs**

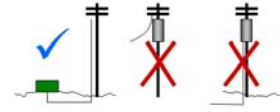
| Customer's Steps To get your service in the minimum time, please keep these steps on schedule. | Step | Typical Elapsed Time ^[c] | CPS Energy (CPSE) Steps |
|---|-------------|--|--|
| Deliver essential documents to CPSE ^[b] <ul style="list-style-type: none"> Application Site plan drawing, electric load, and one line | A | Clock is not started | <ul style="list-style-type: none"> New Service Delivery Information Development Collects information from customer. |
| Attend a pre-design meeting ^[b] | B | Clock is not started | <ul style="list-style-type: none"> Discuss needs with customer and review drawings. NSD Project Lead |
| Please view the CPSE Web Portal to monitor the project schedule and the transactions between CPSE and you. | 0 | Clock Starts | <ul style="list-style-type: none"> Pre-design meeting has been completed. A complete customer package has been received: Application, site drawing, electric loads, and one-line. (A seal by a registered engineer is not required.) |
| Host a site visit ^[b] (May not be needed for smaller jobs) | 1 | Week #1 | <ul style="list-style-type: none"> Evaluate site layout, utility coordination, customer construction coordination, construction access. |
| Receive and comply with CPSE construction drawings Provide third party easements ^[b] | 2 | Week #2 | <ul style="list-style-type: none"> Design electric service Create a cost estimate and bill the customer. |
| Expedite payment to CPSE ^{[a][b][c]} | 3 | Week #3 | <ul style="list-style-type: none"> Receive customer payment. |
| For overhead-to-underground service: Form up ductbank and schedule CPSE inspection. <ul style="list-style-type: none"> Call 353-3373. A 24-hr notice is required Pour concrete and schedule CPSE inspection. <ul style="list-style-type: none"> This might be delayed until early in the next step to coordinate with CPSE construction Notify CPSE that site is ready for CPSE construction | 4 | Week #4-5 | <ul style="list-style-type: none"> Prep for CPSE construction Check materials. Receive dig permits. Schedule crews. Inspect ductbank. |
| CPSE crews will leave the site if the following conditions are not satisfactory. <ul style="list-style-type: none"> Maintain stakes and visible street address. Remove debris and maintain construction access to site for CPSE crews. Notify CPSE ^[b] that site is ready to install meter <ul style="list-style-type: none"> "Site ready" includes completed installation of meter loop, transformers, conduits, and power cables on the CPSE side of the meter. | 5 | Week #6-7 | <ul style="list-style-type: none"> Construct CPSE facilities. Install transformer. |
| | 6 | Week #8-9 | <ul style="list-style-type: none"> Set meter, initiate electric service. |

- If a Customer Step is late, the Clock stops. Please stay on top of payments and Meter loop installation.
- Elapsed times are not a guarantee. More than six weeks will probably be needed for long ductbanks or upgrades to CPS Energy's infrastructure.
- Customer is required to provide CPS Energy with the required easements prior to being energized..



13-Week Clock

PAD-mounted Transformers



How to Get Your Electric Service in Minimum Time Temporary or Permanent Service

| Customer's Steps To get your service in the minimum time, please keep these steps on schedule. | Step | Typical Elapsed Time ^[d] | CPS Energy (CPSE) Steps |
|---|------|-------------------------------------|--|
| Deliver essential documents to CPS Energy ^{[b][c]} | A | Clock is not started | <ul style="list-style-type: none"> Collect information from customer. |
| <ul style="list-style-type: none"> Application Sealed site plan drawings, sealed loads, and sealed one line | | | |
| Attend a pre-design meeting ^{[b][c]} | B | Clock is not started | <ul style="list-style-type: none"> Discuss needs with customer and review drawings. |
| For new construction, please view the CPSE Web Portal to monitor the project schedule and the transactions between CPSE and you. (The Portal is not available for remodeling jobs.) | 0 | Clock Starts | <ul style="list-style-type: none"> Pre-design meeting has been completed. A complete customer package has been received: Application, sealed site drawings, sealed electric loads, sealed one-line. |
| Host a site visit ^{[b][c]} | 1 | Week #1 | <ul style="list-style-type: none"> Evaluate site layout, utility coordination, customer construction coordination, construction access. |
| Receive and comply with CPSE construction drawings ^{[b][c]} | 2 | Week #2-3 | <ul style="list-style-type: none"> Design electric service; coordinate with the electric system (circuit capacity, fuses). Create a cost estimate and bill the customer. |
| Expedite payment to CPSE ^{[a][b][c]} Provide third party easements ^{[b][e]} | 3 | Week #4-5 | <ul style="list-style-type: none"> Receive customer payment. |
| Form up ductbanks and pads and schedule CPSE inspection. | 4 | Week #6 | Prep for CPSE construction <ul style="list-style-type: none"> Check materials. Receive dig permits. Schedule crews. Inspect the forms for slabs and ductbank. Inspect concrete. |
| <ul style="list-style-type: none"> Call 353-3373. A 24-hr notice is required Pour concrete and schedule CPSE inspection. <ul style="list-style-type: none"> This might be delayed until early in the next step to coordinate with CPSE construction A 3-day cure is required to set pad mounted transformers on slabs | | | |
| CPSE crews will leave the site if the following conditions are not satisfactory. | 5 | Week #7-11 | <ul style="list-style-type: none"> Construct CPSE facilities. Install transformer. |
| <ul style="list-style-type: none"> Maintain stakes and visible street address. Remove debris and maintain construction access to site for CPSE crews. Notify CPSE ^{[b][c]} that site is ready to install meter <ul style="list-style-type: none"> "Site ready" includes completed installation of meter loop, transformers, conduits, and power cables on the CPSE side of the meter. | | | |
| | 6 | Week #12-13 | <ul style="list-style-type: none"> Set meter, initiate electric service. |

- If a Customer Step is late, the Clock stops. Please stay on top of payments and meter loop completion.
- For New Construction:** The CPS Energy (CPSE) contact is New Service Delivery, **Project Lead**. Please view the web portal to determine your project lead. You may also call New Service Delivery, Information Development with your **Work Request #** to identify your Project Lead. (210.353.4639)
- For Remodeling Jobs:** The CPS Energy (CPSE) supervisor is **Saul Juarez, 210.353.2805**. Saul will assign a Designer as your contact.
- Elapsed times are not a guarantee. More than thirteen weeks will probably be needed for long ductbanks or upgrades to CPS Energy's infrastructure.
- Customer is required to provide CPS Energy with the required easements prior to being energized..

Track the progress of your job on-line!



Online with New Service Delivery

Welcome George Corrigan


Search For a Work Request | [Initiate a Work Request](#) | [Edit your User Profile](#) | [Logout](#) |

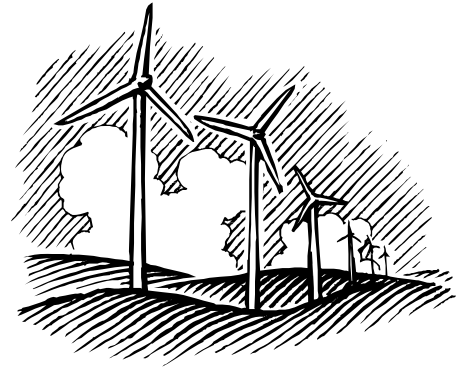
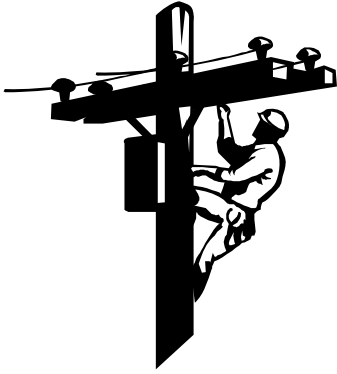
Work Request Number: 99999
 Name: YOUR NAME
 Type: ELEC PADMOUNT
 Owner: CRAWFORD MICHAEL L
 Address: 999 FSH-HARDEE RD
 Latest Completion Date: 
 Project Leader Contact: Ryan Timothy J (210) 353-2269 (210) 355-1845

Comments

| Date | Comments |
|------------|-----------------------------------|
| 03/26/2009 | ON HOLD FOR TEMP R-SWITCH REMOVAL |
| 02/05/2009 | 2-5-09 received CIAC 18,242.55 |

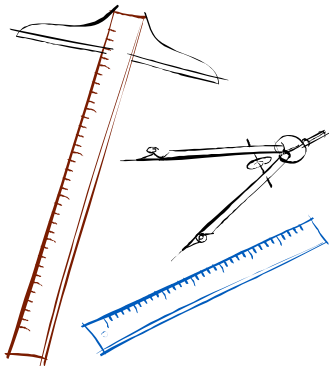
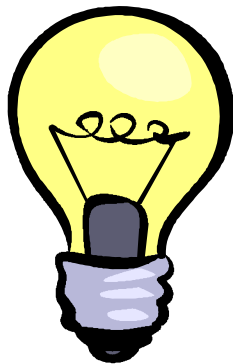
Task Information for this Work Request 

| Name | Task Status | Complete Task |
|--|---|---------------------------|
| Create Work Request | Completed | 11/04/08 |
| Pre-Design Meeting and/or Field Survey | Completed | 01/16/09 |
| Design Job | Completed | 01/23/09 |
| Receive CIAC And/Or Contracts | Completed | 02/03/09 |
| Governmental Permits Received | Completed | 01/29/09 |
| INITIATION - Get Electric Permit | Not Applicable | |
| Release To Construction | Completed | 02/03/09 |
| Customer's Site Ready for Construction | Completed | Complete This Task |
| Schedule Work | Completed | 02/04/09 |
| Construction Work Complete | In Progress  | |
| Set and Lock Meter | Pending | |
| Set and Reconnect/Cut-in Meter | Pending | |
| Complete Work | In Progress | |



New Service Delivery

Commercial Gas and Electric Service Package





Welcome to New Service Delivery Commercial Planning!

Enclosed you will find specific information regarding requirements and processes for requesting commercial gas and electric services.

Contents:

- **Commercial Gas and Electric Service Application**
- **Gas equipment and load template**
- **Electric equipment and load template**
- **Specification Drawings for:**
 - **3 phase duct bank (riser to pad)**
 - **3 phase transformer pad**
 - **3 phase transformer pad w\tap box**
 - **3 phase riser pole and conduit encasement**
 - **4 ft Removable bollard**
- **Customer Site Ready Criteria**
- **Detail sheet showing easements for gas mains, 3 phase overhead electric and underground electric primary.**



Commercial Gas/Electric Service Application

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

Application must be completed and accompanied by the following
Site Plan, Load Information, Building Square Footage, Service Voltage,
Gas Pressure, Meter Loop Diagram - Full Set Engineered Drawings for 3ph Pad Mount
Transformers
(Please print or type)

* REQUIRED TO INITIATE WORK REQUEST

* Date

* Project Name:

* Project Address:

* Electrical Contractor * Phone #

* Email

* Developer Contact * Phone #

* Email

* General Contractor Contact * Phone #

* Email

* Engineer Contact * Phone #

* E-mail

Business Type

| | | | |
|--|------------------------------------|---|--|
| Coml Office <input type="checkbox"/> | School <input type="checkbox"/> | Grocery Store <input type="checkbox"/> | Retirement Center <input type="checkbox"/> |
| Retail Center <input type="checkbox"/> | Warehouse <input type="checkbox"/> | Department Store <input type="checkbox"/> | Hotel <input type="checkbox"/> # of rooms <input type="text"/> |
| Restaurant <input type="checkbox"/> | Hospital <input type="checkbox"/> | Industrial/Manufacturing <input type="checkbox"/> (Specify Type) <input type="text"/> | |
| Church <input type="checkbox"/> | Bank <input type="checkbox"/> | Other <input type="checkbox"/> (Specify Type) <input type="text"/> | |

Service Type

Overhead Service * Service Required Date

Underground Service

3ph Pad Mount Service NOTE: 300kva demand load required to qualify for 3ph pad mount

Gas

Meter Only * Building Square Footage

* REQUIRED TO INITIATE WORK REQUEST

Customer Information

* Customer of Record Open Charge Yes No

* Billing Address * Phone #

* Fax #

* Tax ID#

| | |
|--|--|
| Associated WR #'s (CPS Energy use only) | Project Lead <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"/> | OTHER <input type="text"/> |

Comments:

Developer/Representative Signature

CPS Energy Representative Signature

Print Name

LOAD INFORMATION

Project\Business Name:

Address:

ELECTRICAL EQUIPMENT

| | VA |
|---------------|----|
| A/C | |
| LIGHTING | |
| RECEPTACLES | |
| HEATING | |
| WATER HEATER | |
| COMPUTERS | |
| REFRIGERATION | |
| ELEVATORS | |
| MOTORS | |
| OTHER | |
| | |
| | |
| TOTAL | |

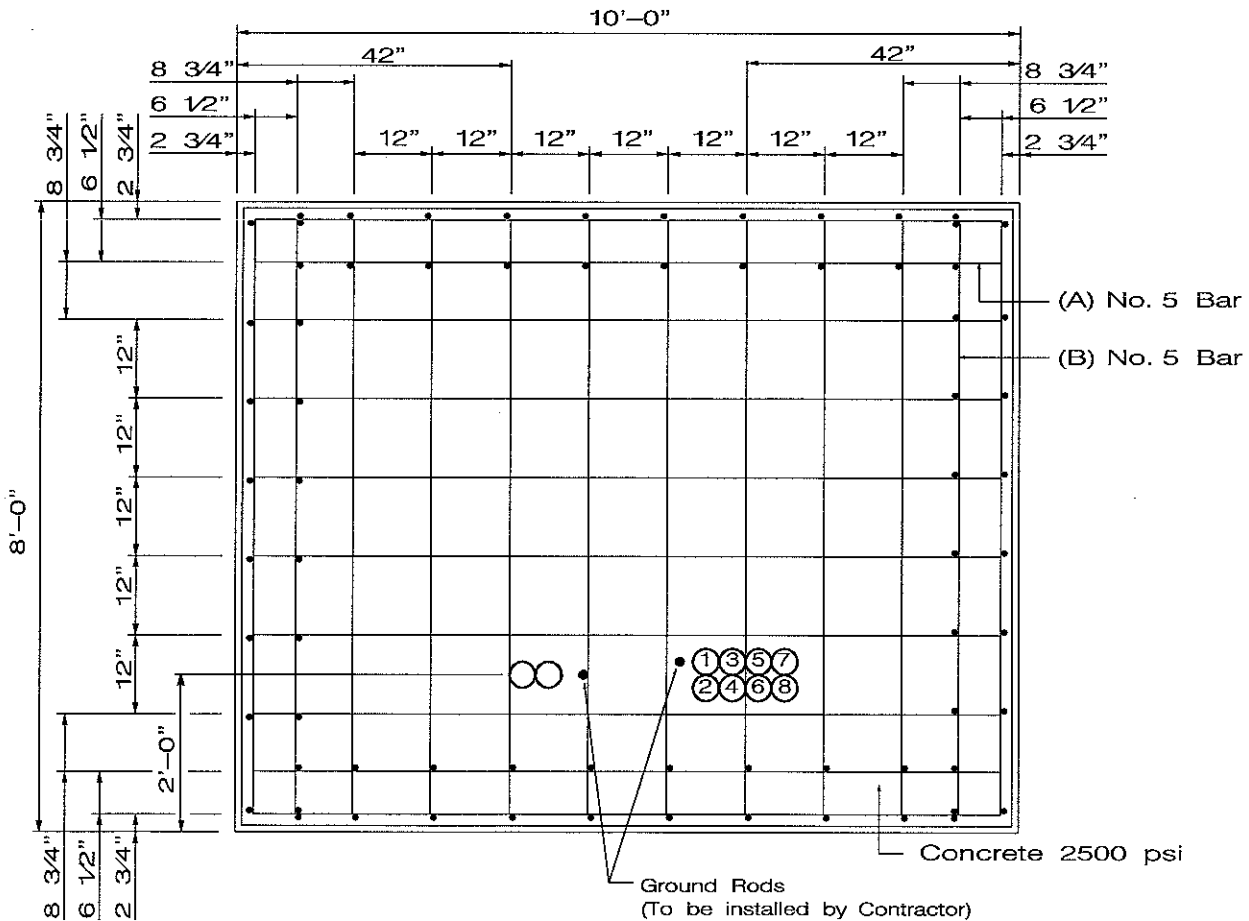
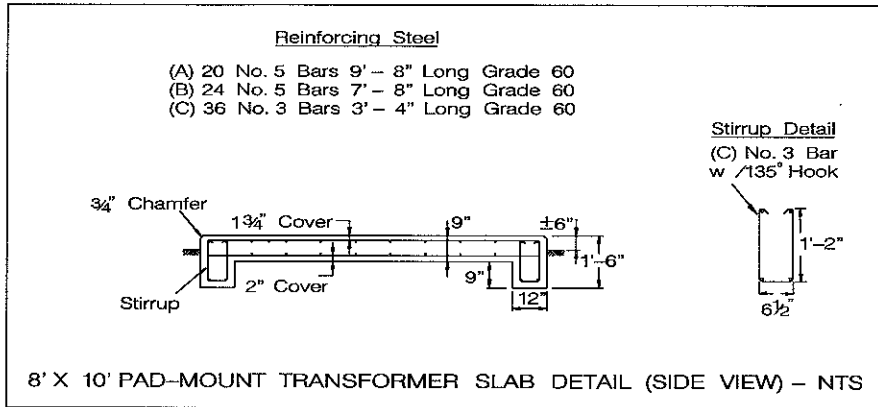
GAS EQUIPMENT

| <i>Pressure Required</i> _____ | BTU |
|--------------------------------|-----|
| FURNACE | |
| BOILER | |
| COOKING | |
| WATER HEATER | |
| POOL\SPA HEATER | |
| GAS LIGHTING | |
| OTHER EQUIPMENT | |
| | |
| | |
| TOTAL | |



NOTE:

FOR INFORMATION ONLY
NOT FOR CONSTRUCTION

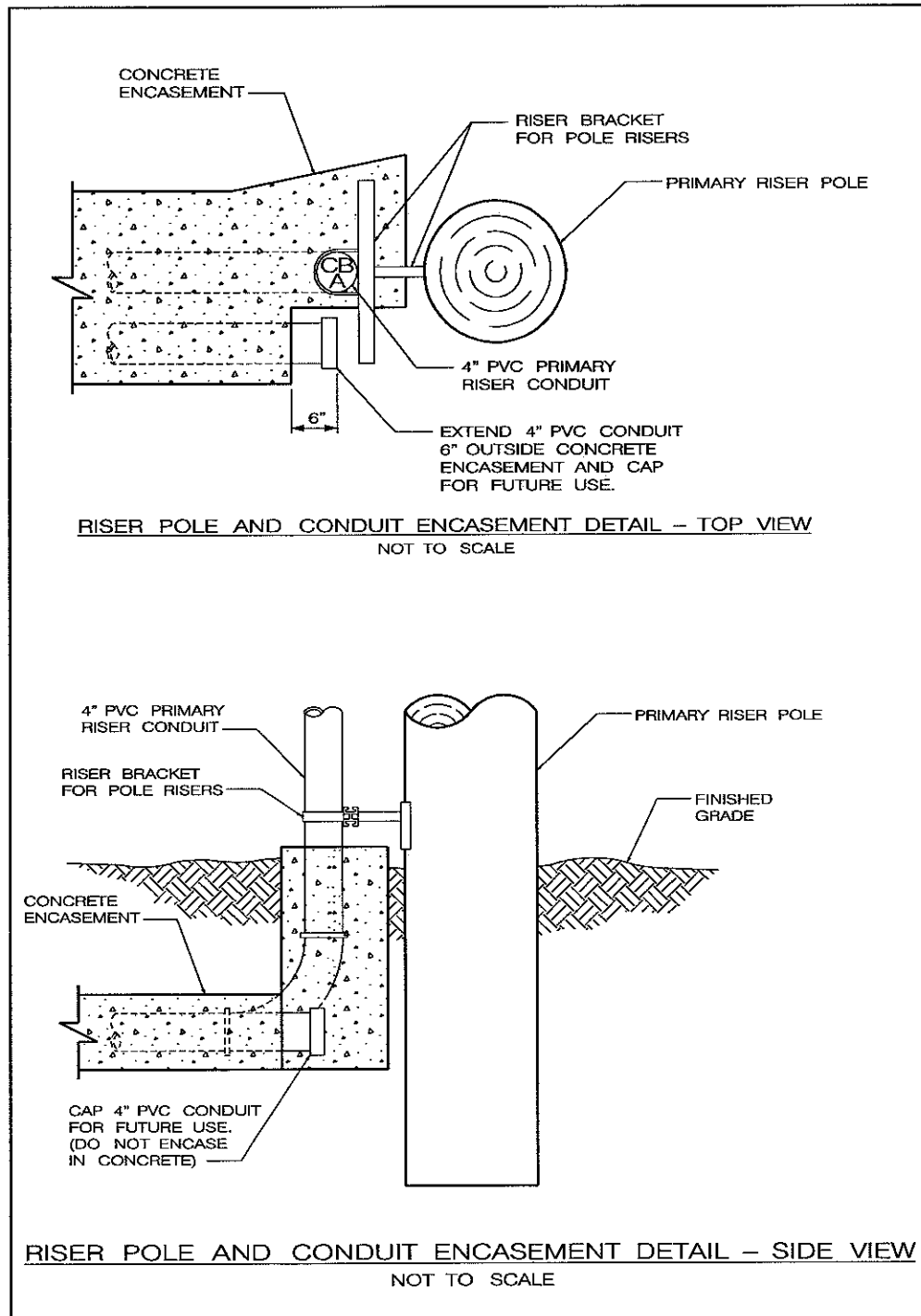


THERE SHALL BE NO PIPES, CONDUIT, ETC. UNDER THE SLAB EXCEPT THOSE NECESSARY TO SUPPLY PRIMARY TO THE TRANSFORMER AND THOSE TO SUPPLY THE ELECTRIC LOAD



NOTE:

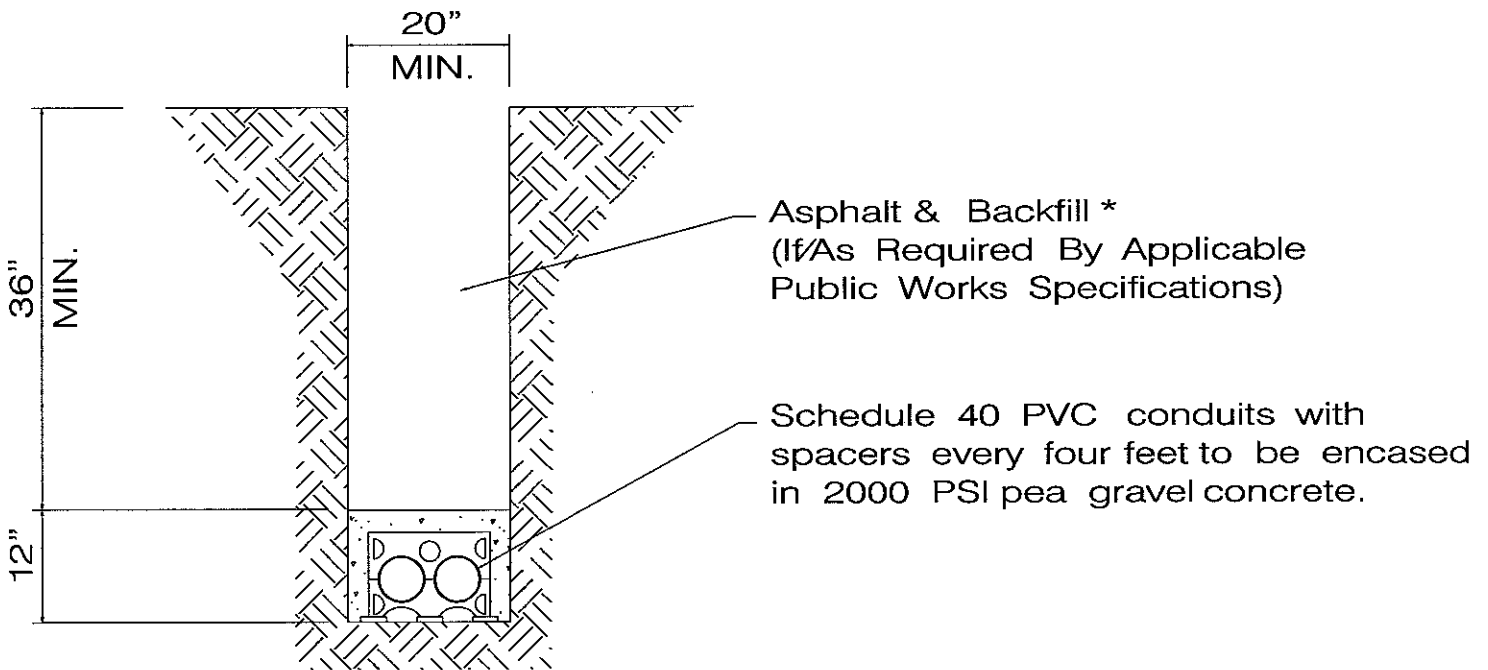
FOR INFORMATION ONLY
NOT FOR CONSTRUCTION





NOTE:

FOR INFORMATION ONLY
NOT FOR CONSTRUCTION

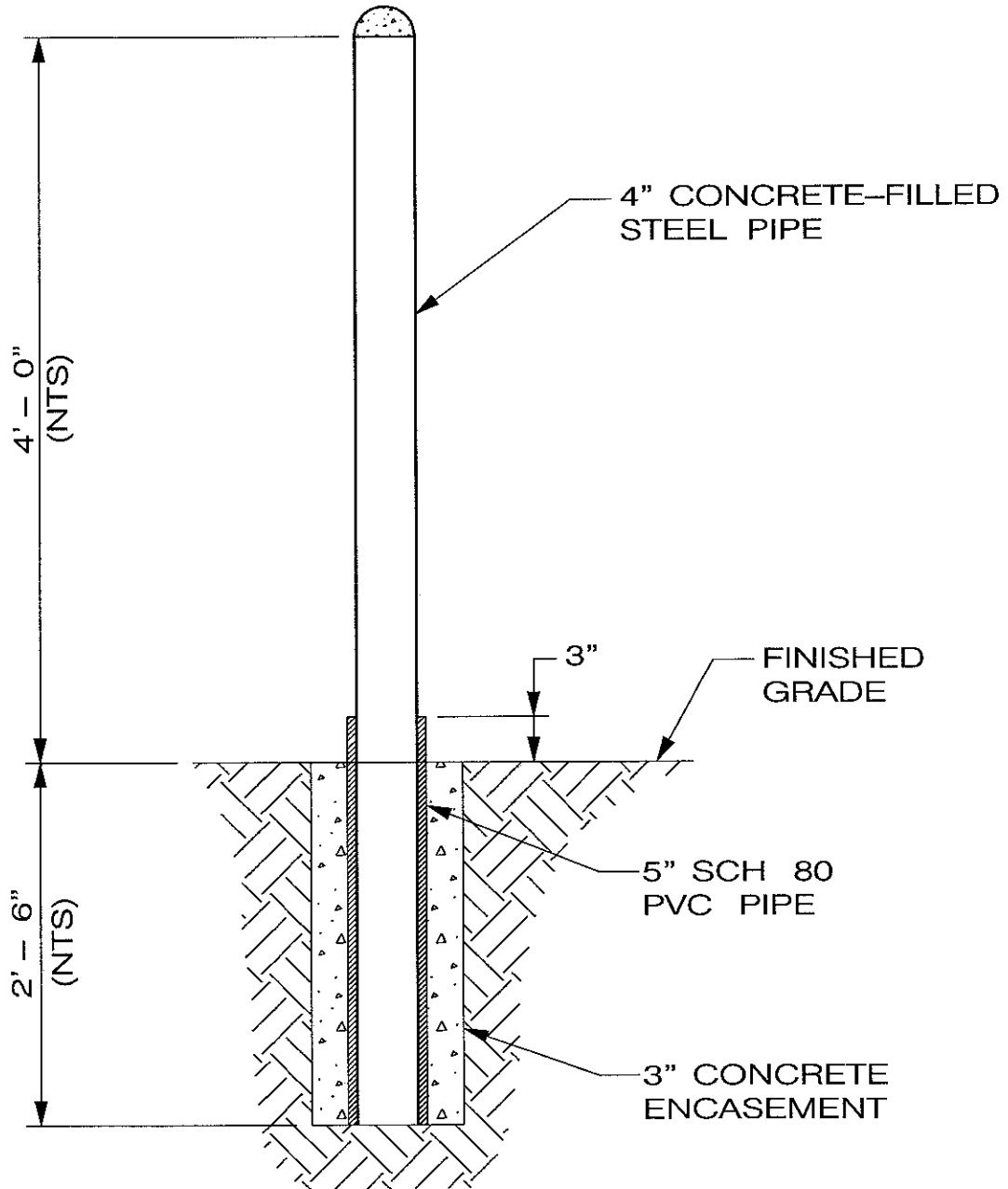


2-4" DUCTLINE DETAIL



NOTE:

FOR INFORMATION ONLY
NOT FOR CONSTRUCTION



4" REMOVABLE BOLLARD SPECIFICATION

PROFILE VIEW - NOT TO SCALE



NOTE:

FOR INFORMATION ONLY
NOT FOR CONSTRUCTION

TRANSFORMER SLAB REQUIREMENTS FOR WIREWAY APPLICATIONS:

CUSTOMER'S EQUIPMENT SLAB SHALL INTERFACE WITH THE CPS ENERGY TRANSFORMER SLAB UTILIZING ONE OF THE FOLLOWING OPTIONS TO PREVENT DIFFERENTIAL MOVEMENT:

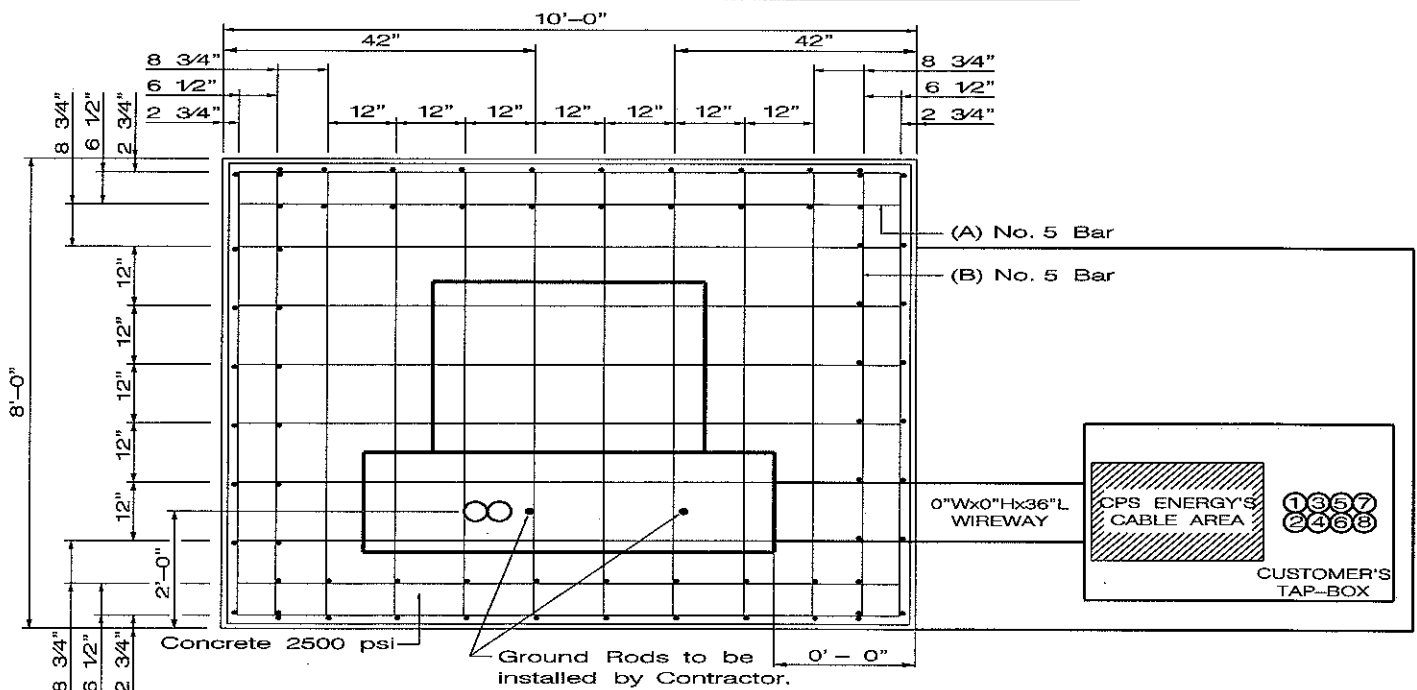
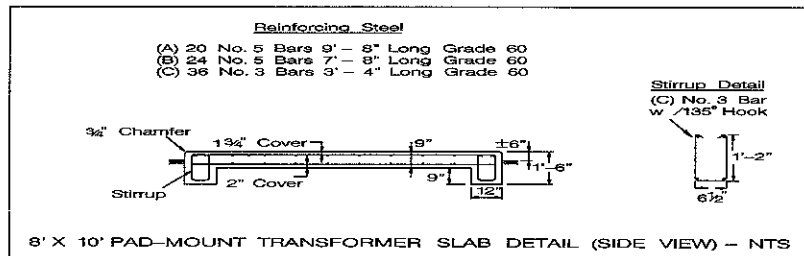
1. TOP AND BOTTOM SLAB REINFORCEMENT INSTALLED BY CUSTOMER MUST BE LAP SPLICED TO THE No.5 STEEL REINFORCING BARS OF THE CPS ENERGY TRANSFORMER SLAB. THE LAP SPLICES SHALL BE A MINIMUM OF 31 INCHES IN LENGTH.

OR

2. TOP AND BOTTOM No.5 STEEL REINFORCING BARS OF THE CPS ENERGY TRANSFORMER SLAB MAY BE INSTALLED OF SUCH LENGTH TO PROVIDE CONTINUOUS REINFORCEMENT ACROSS BOTH SLABS.

CPS ENERGY RECOMMENDS THAT THE CUSTOMER EQUIPMENT SLAB BE SUPPORTED BY A PERIMETER BEAM THAT MATCHES THE DEPTH AND WIDTH OF THE CPS ENERGY TRANSFORMER SLAB BEAM. IF PROVIDED, ALL CUSTOMER PERIMETER BEAM REINFORCING STEEL SHALL BE LAP SPLICED TO THE CPS ENERGY TRANSFORMER SLAB PERIMETER BEAM REINFORCING STEEL A MINIMUM OF 31 INCHES IN LENGTH.

THE CPS ENERGY TRANSFORMER SLAB AND CUSTOMER EQUIPMENT SLAB SHALL BE POURED MONOLITHICALLY.



THERE SHALL BE NO PIPES, CONDUIT, ETC. UNDER THE SLAB EXCEPT THOSE NECESSARY TO SUPPLY PRIMARY TO THE TRANSFORMER AND THOSE TO SUPPLY THE ELECTRIC LOAD



Commercial Site Readiness

Customer Site Ready date will be 5-10 days before Customer Requested Date

3-Phase Pad mounts

Work Request Type: NCPAD

- 1) When the pad mount transformer has been installed and the meter loop complete.

Overhead to Underground – 3 Phase

Work Request Type: NCLME

- 1) When the secondary conduits have been installed and the meter loop complete.

Overhead 3-Phase Service

Work Request Type: NCLME

- 1) Meter loop completed

Gas

- 1) Designer places contact name and number on sketch. Install to be determined by Mission Road Gas. Job needs to be released to Mission Road at a minimum of 3-weeks before Customer's requested need by date.

CITY PUBLIC SERVICE REQUIRED EASEMENTS (NOT TO SCALE)

