



CPS ENERGY

Customer Web Portal

User Guide

February 2018

Confidential Information - Property of CPS Energy

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Section 1: Customer Web Portal Objectives

CPS Energy continues to engage in process and system initiatives to better serve our customers.

The enhancement of the *Customer Web Portal* has been one. The objectives of the Portal are to provide visibility and transparency to service requests submitted by our customers. It allows customers access 24/7 to check project or work request status. Customer communication has been improved via email notifications from the portal that are now available in regards to the status of specific project-work tasks. This is a proactive approach to provide information to our customers. In addition, customers now have the option to submit online applications for service.

CPS Energy is committed in pursuing excellence in customer service and in adding value to our customers. We continue to listen to our customers and welcome your feedback in making our service better.

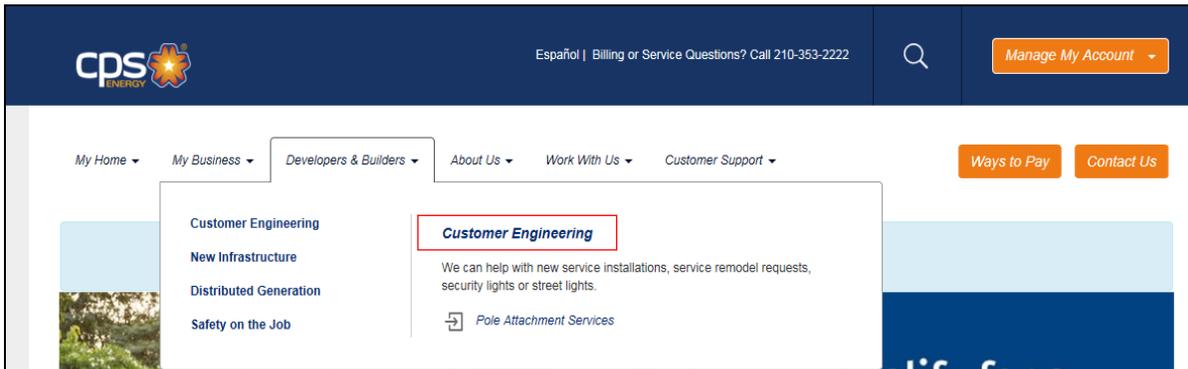
Section 2: General

2.1 Signing In to Portal

DIRECT LINK TO WEB PORTAL: <https://secure.cpsenergy.com/customereng/index.jsp>

Can also sign in as follows:

1. Use link to the Customer Engineering Website: <https://www.cpsenergy.com/en.html>
2. Point to “*Developer & Builder*” option.
3. Click on “*Customer Engineering*”.
4. Click on “*Customer Engineering Web Portal*”.



2.2 Customer Registration

Any [New Announcements](#) will be shown in the left bottom box and center box of the page.

1. Go to "[Click Here to Enroll](#)" option.

The screenshot shows the CPS Energy Customer Engineering portal. On the left, there is a login section with a 'SIGN IN' button and a link for 'Forgot Username/Password? Contact Customer Engineering'. Below this is a photo of a residential building and a box with links to view enhancements and a tutorial. The main content area is titled 'Online With Customer Engineering' and includes a link to 'Click Here to Enroll'. A red box highlights this link. Below the link is a section titled '**** What is New - Enhancements to Customer Web Portal ****' which lists several new capabilities: an option to initiate a request for a new address or account, improved project search capabilities, and improved address search capabilities. A 'Send Request' button is visible at the bottom right of the page.

Have [TWO](#) options to register.

1. Can complete the [Online Form](#) and send request.
Important to complete All Mandatory Fields ().*

The screenshot shows the CPS Energy Customer Registration form. It is divided into two main sections: 'Customer Details' and 'Account Details'. The 'Customer Details' section includes fields for Business/Customer Name, Portal User Name, Email, Confirm Email, Phone Number, Fax Number, Company Mailing Address (Street Number, Street Name, Apt / Unit #, City, State, Zip Code), and a Notes field. The 'Account Details' section includes a dropdown for 'Do you have an existing commercial billing account with CPS Energy?', an 'Identification Number' field, a 'Customer of Record' field, and an 'Account Billing Address' section with fields for Street Number, Street Name, Apt / Unit #, City, State, and Zip Code. A 'Send Request' button is located at the bottom right of the form.

2. Can send an [Email](mailto:csiwebaccess@cpsenergy.com) to csiwebaccess@cpsenergy.com.
Important to provide your name, your company name, your email address, and your phone number.

To register for access to the online portal, please complete the following details, * specifies a required field.

For Questions regarding general enrollment and subcontractor access please contact csiwebaccess@cpsenergy.com or call 210-353-2450, and be prepared to provide the following information:

- Your name, your company name, your email address and your phone number
- If you need to add a subcontractor to grant permission to create and update project on behalf of your organization

Providing accurate and up-to-date information will assist in linking your new portal account to the correct customer records CPS Energy has on file for your company.

2.3 Subcontractor Access

A company can provide permission to a Subcontractor(s) to create and run projects on their behalf. To do this, a “CPS Energy Customer Proxy Form” should be completed.

1. You can send an **Email** to csiwebaccess@cpsenergy.com requesting a Proxy Form or call **(210) 353-2450** to have one sent to you.

Important – A new form must be completed any time there are changes.

2. Send completed form to csiwebaccess@cpsenergy.com for processing.

To register for access to the online portal, please complete the following details, * specifies a required field.

For Questions regarding general enrollment and subcontractor access please contact csiwebaccess@cpsenergy.com or call 210-353-2450, and be prepared to provide the following information:

- * Your name, your company name, your email address and your phone number
- * If you need to add a subcontractor to grant permission to create and update project on behalf of your organization

Providing accurate and up-to-date information will assist in linking your new portal account to the correct customer records CPS Energy has on file for your company.

CPS Energy Customer Proxy Form

Instructions: This form must be completed to give your subcontractors permission to create and run projects on your behalf. Please be sure to complete all fields, sign and date. **Please note, a new form must be completed any time there are changes. You can add/delete authorized persons below.**

Please submit completed form to CSIWEBACCESS@CPSENERGY.COM. Please be sure to print clearly.

Customer Name: _____

Authorized Company Representative (Printed): _____

Project Name: _____

Effective Dates: _____

Subcontractor Company Name: _____

Name (s) of Authorized Persons Being Added:

Name (s) of Authorized Persons Being Deleted:

I, _____, understand that by signing this proxy agreement, that the above mentioned authorized persons will have access to all company information that is stored in the CPS Energy customer portal. I also understand that CPS Energy is released from any all claims of any type arising from sharing this information with the above mentioned parties.

Printed Name

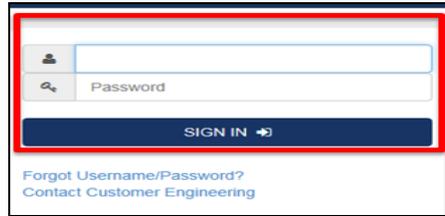
Title

Signature of Authorized Company Representative

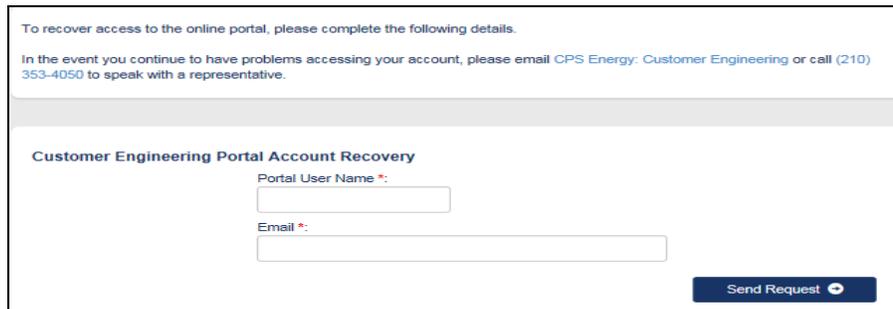
Date

Section 3: Working in Customer Web Portal

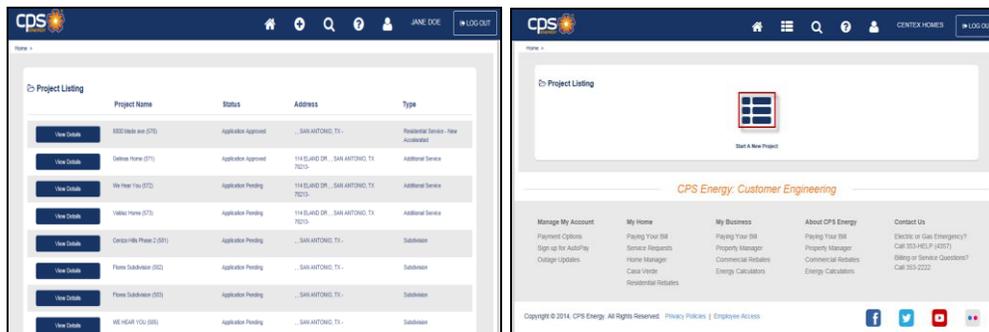
1. Enter “*Username*” and “*Password*”.
2. Click on “*SIGN IN*”.



Click on “*Forgot Username/Password?*” (if needed) for Portal Account Recovery.



1st view in Portal will show *either* a list of existing projects *OR* no existing projects.



Project Name	Status	Address	Type
3323 Oak Ave (37)	Application Approved	SAN ANTONIO, TX	Residential Service - New Account
Delmar Home (37)	Application Approved	114 BLAND DR., SAN ANTONIO, TX 78215	Additional Service
We Near You (37)	Application Pending	114 BLAND DR., SAN ANTONIO, TX 78215	Additional Service
Valley Home (37)	Application Pending	114 BLAND DR., SAN ANTONIO, TX 78215	Additional Service
Central Plaza 2 (31)	Application Pending	SAN ANTONIO, TX	Substation
Flora Substation (32)	Application Pending	SAN ANTONIO, TX	Substation
Flora Substation (32)	Application Pending	SAN ANTONIO, TX	Substation
WE NEAR YOU (38)	Application Pending	SAN ANTONIO, TX	Substation

Portal Toolbar Definitions:

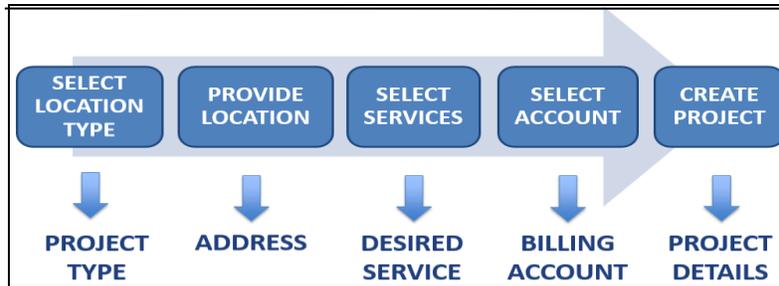


1. Home Page
2. Create New Request
3. Search for Work
4. Customer Engineering Assistance
5. Update/Edit User Profile
6. Sign-In User Profile Name
7. Log Out

Section 4: Creating Project in Customer Web Portal

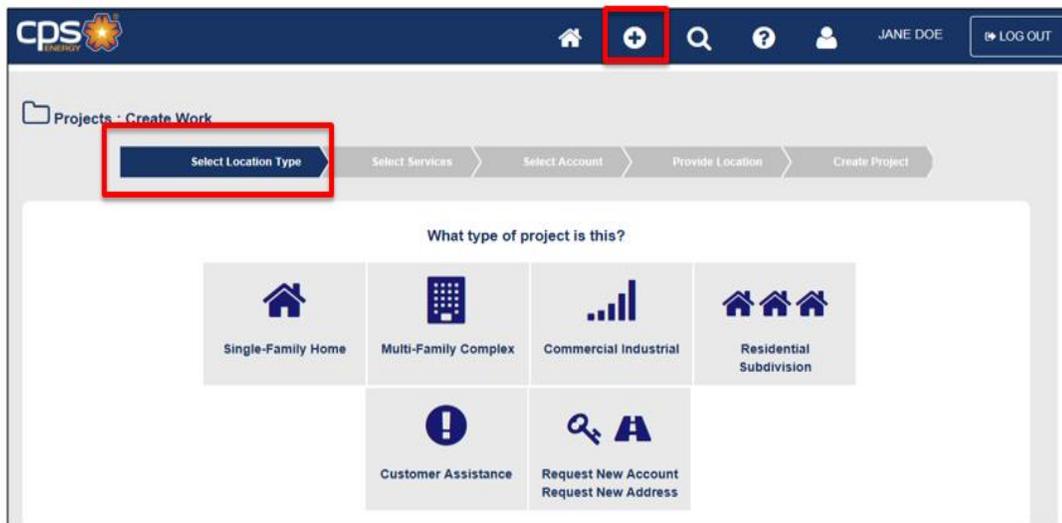
4.1 Key Categories to Create Project

There are **5** key categories in creating a project:



LOCATION (PROJECT) TYPES

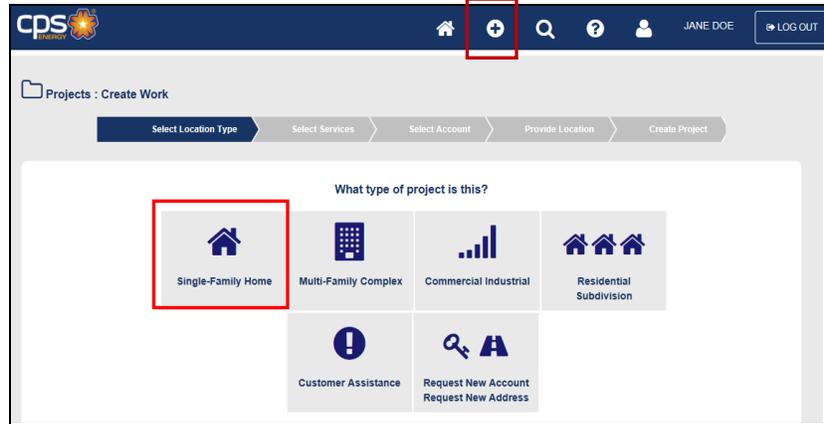
1. Click on  at the Toolbar to show project types.



- Single-Family Home (Residential Services)
- Multi-Family Complex
- Commercial/Industrial (Small and Large Commercial Services)
- Residential Subdivision
- Customer Assistance (Other Project Types Not Related to New or Relocate Services)
- Request New (Billing) Account/New Address (New Option to Initiate Prior to Creating a Project)

4.2 Single-Family Home Project

1. Click on  at the Toolbar to show project types.
2. Click on “*Single-Family Home*”.



TEMPORARY AND PERMANENT SERVICES MUST HAVE SEPARATE PROJECTS

TEMPORARY SERVICE:

- Should be created at the time service is needed (when temporary is built)
For these requests, CPS will assume temporary is ready and built and will start processing the request.

PERMANENT SERVICE:

- Can be created at any time
CPS will not process the request until the “Site Ready” status is clicked “Complete”.

Note: If “*Site Ready Complete Task*” is not shown, this means the city inspections have not been completed.

4.2.1 TEMPORARY SERVICE

1. Enter the mandatory fields - *Street Number, Street Name, and Zip Code*.
2. Click on “*Search*”.
3. Click on the Address with “*T*”.

Address with "T"

Create Work : Residential Services

Select Location Type > **Provide Location** > Select Services > Select Account > Create Project

Search for the address.
Enter the necessary information to locate the address; street number, street name & zip code are required * fields.
NOTE: The more accurate the information the better the search will be at locating the address.

Street Number * 21938 Street Name * Walden Manor Apt / Unit # Zip Code * 78261

Search

Scroll down and select the correct address from the list.
Please Note: Services options will be based on your selection (i.e. Temporary Services "T")

Select 21938 WALDEN MANOR SAN ANTONIO, 78261

Select 21938 WALDEN MANOR, #T SAN ANTONIO, 78261

Address Not Found?
If the address is not listed above, you can request that a new one be created by CPS Energy.
Note: There may be a temporary delay to the project until the new address is created. Please ensure the information you have provided is complete and accurate to ensure the fastest turnaround.

Request Address Create

Back Next

4. Click on **“Request Address Create”** if no Temporary address is listed.
5. Click on **“Next”** at the bottom right to continue.
6. Select **“Temporary Service”**  icon.
7. Select **“Desired Service”**.
8. Click on **“Next”** at the bottom right to continue.

Create Work : Residential Services

Select Type > Provide Location > **Select Services** > Select Account > Create Project

I want to add permanent electric and/or gas service.

I want to do something else.

Gas, Electric and Temporary service availability is determined by the selected address on the previous screen. If a service option is disabled, you can select a different address, request that one be created, or contact [CPS Energy Customer Engineering](#) for assistance.

Select the desired service.

Add Services	Relocation Services	Remove Services
<input checked="" type="radio"/> Add Temporary Electric Service	<input type="checkbox"/> Existing Electric Service	<input type="checkbox"/> Existing Electric Service
<input type="radio"/> Add Lights	<input type="checkbox"/> Existing Gas Service	<input type="checkbox"/> Existing Gas Service
	<input type="checkbox"/> Existing Lights	<input type="checkbox"/> Existing Lights
	<input type="checkbox"/> Existing Temporary	<input type="checkbox"/> Existing Temporary

Back Next

9. Select your **“Billing Account”**.
10. Click on **“Request New Acct”** if not listed.
11. Click on **“Next”** at the bottom right to continue.

Create Work : Residential Services

Select Type > Provide Location > Select Services > **Select Account** > Create Project

Select your billing account.

Select #1 1. (0105203562) GRACE TABERNACLE

Account Not Listed?
 If the account you would like to use is not listed, select the "Request New Acct" button to have CPS Energy create the new account.
 NOTE: processing can take a few days to complete.

Request New Acct

Back **Next**

12. Enter *“Project Information”*.
13. Click on *“Submit Application”*.

Note: Can select for contact to receive updates/status messages on jobs.

Create Work : Residential Services

Select Type > Provide Location > Select Services > Select Account > **Create Project**

Project Details

What is the name of the Project? *

What is the desired date for CPS Energy to start construction?

What is your required energized date?

What is the expected square footage?

Have you already had a preliminary meeting with CPS Energy?
 Select ==>

Is this a new or existing structure?
 Select ==>

Project Contact Information

Contact Name *:

Contact Notifications:
 Contact Receives Update/Status Messages

Phone (10 Digit Number Only) *:
 Type:

Email Address *:

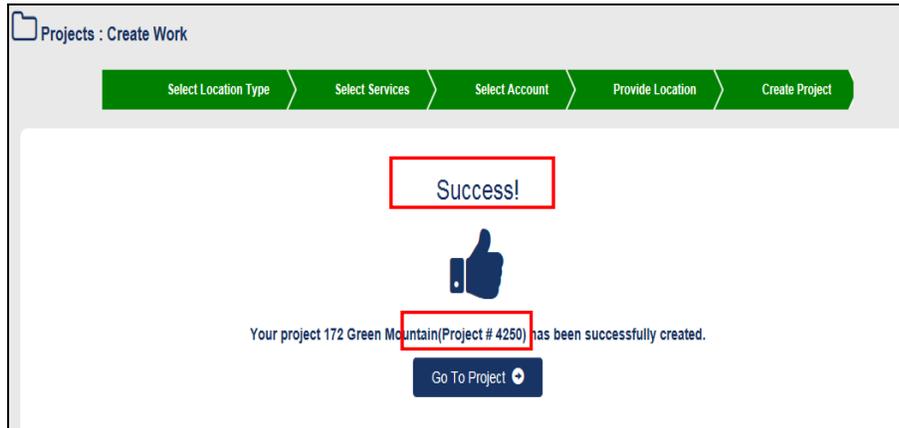
Street Number *:
 Street Name *:
 (Enter your Office Address)

Apt / Unit #:
 City *:

State *:
 Zip Code *:

Back **Submit Application**

Project has been **“Successfully”** created.
Important to Document Project # for future reference.



4.2.2 PERMANENT SERVICE

1. Enter **Street Number**, **Street Name**, and **Zip Code** to search for address **after selecting “Single-Family Home”** for project type.

Note: Can use **Partial Street Number** **or** **Street Name** to conduct search.

Example: Search for 110 Eland Dr., 78213

Can enter only “11”, “Eland”, and 78213 (All matches to that search are shown)

2. Click on **“Search”**.
3. Click on the **Appropriate Address**.

Create Work : Residential Services

Select Location Type Provide Location Select Services Select Account Create Project

Search for the address.

Enter the necessary information to locate the address; street number, street name & zip code are required * fields.

NOTE: The more accurate the information the better the search will be at locating the address.

Street Number * 11 Street Name * Eland Apt / Unit # Zip Code * 78213

Q Search

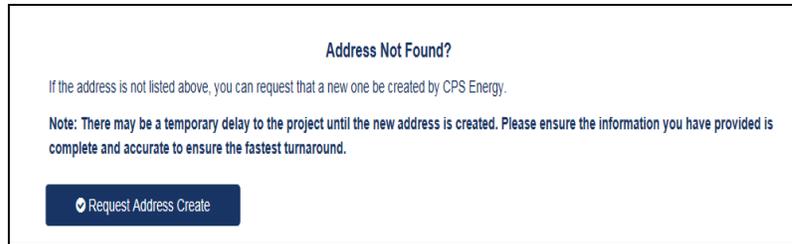
Scroll down and select the correct address from the list.

Please Note: Services options will be based on your selection (i.e. Temporary Services "#T")

Select 110 ELAND DR SAN ANTONIO, 78213-3938

Select 110 WESTMORELAND DR SAN ANTONIO, 78213-4154

4. Click on **“Request Address Create”** if address is not listed.



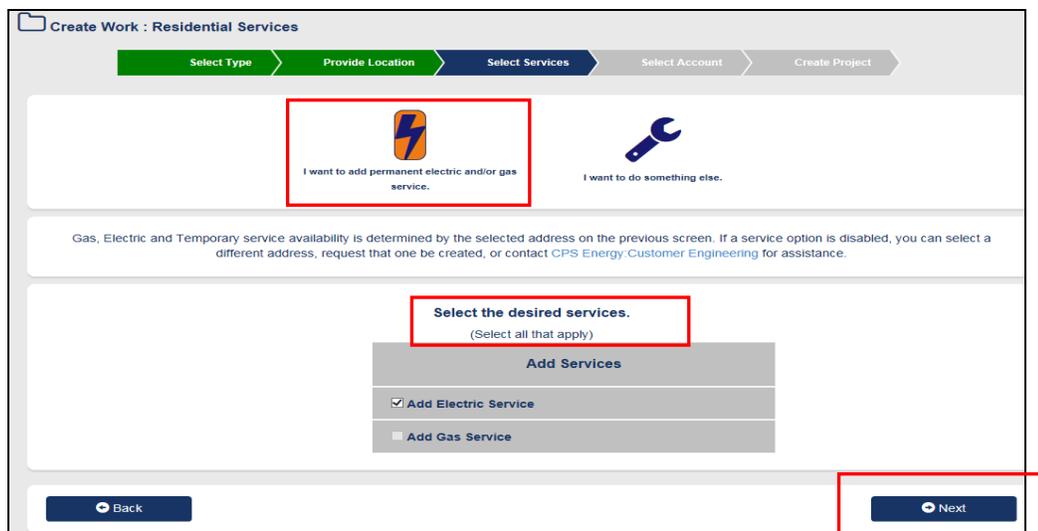
5. Click on **“Next”** at the bottom right to continue.

6. Click on the **“Permanent Service”**  icon.

7. Select **“Desired Services”**.

Note: If **Gas Service** is not an option and is needed, **STOP AND CONTACT** Customer Engineering (CE) at (210) 353-4050; CE will add Gas to this address.

8. Click on **“Next”** at the bottom right to continue.



9. Select your **“Billing Account”**.

10. Click on **“Request New Acct”** if not listed.

11. Click on **“Next”** at the bottom right to continue.

Create Work : Residential Services

Select Type > Provide Location > Select Services > **Select Account** > Create Project

Select your billing account.

Select #1 1. (0105203562) GRACE TABERNACLE

Account Not Listed?
 If the account you would like to use is not listed, select the "Request New Acct" button to have CPS Energy create the new account.
NOTE: processing can take a few days to complete.

Request New Acct

Back Next

- 12. Enter ***“Project Information”***.
- 13. Click on ***“Submit Application”***.

Note: Can select for contact to receive updates/status messages on jobs.

Create Work : Residential Services

Select Type > Provide Location > Select Services > Select Account > **Create Project**

Project Details

What is the name of the Project? *
 (Enter the Project Address)

What is the desired date for CPS Energy to start construction?

What is your required energized date?

What is the expected square footage?

Have you already had a preliminary meeting with CPS Energy?
 Select ==>

Is this a new or existing structure?
 Select ==>

Project Contact Information

Contact Name *:

Contact Notifications:
 Contact does not receive Update/Status Messages

Phone (10 Digit Number Only) *:
 Type:
 Select ==>

Email Address *:

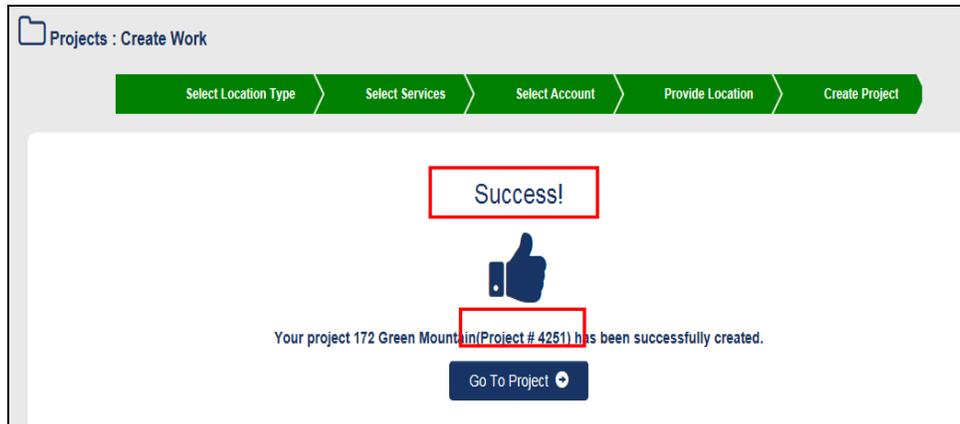
Street Number *:
 Street Name *:
 (Enter your Office Address)

Apt / Unit #:
 City *:

State *:
 Select ==> Zip Code *:

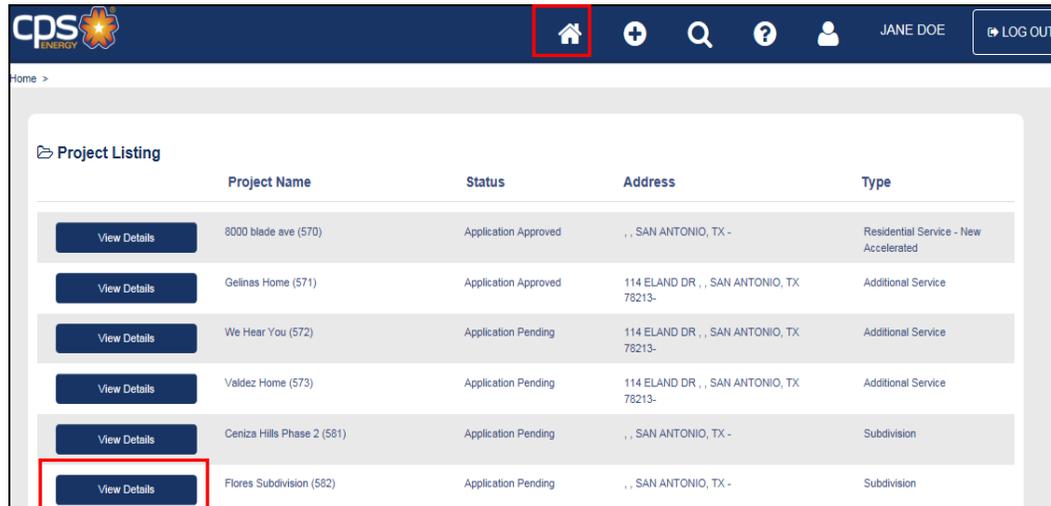
Back **Submit Application**

Project has been **“Successfully”** created.
Important to Document Project # for future reference.

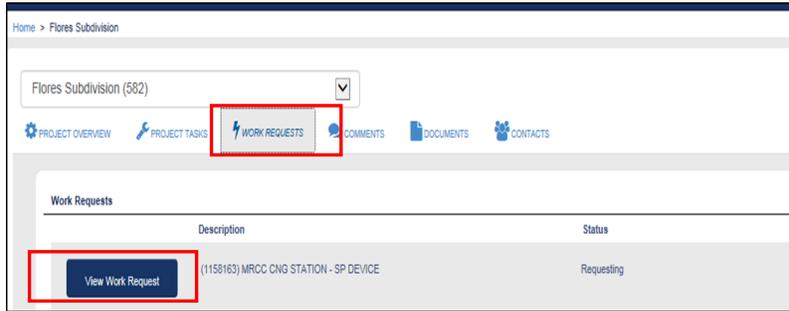


4.2.3 SITE READY ELECTRIC/GAS

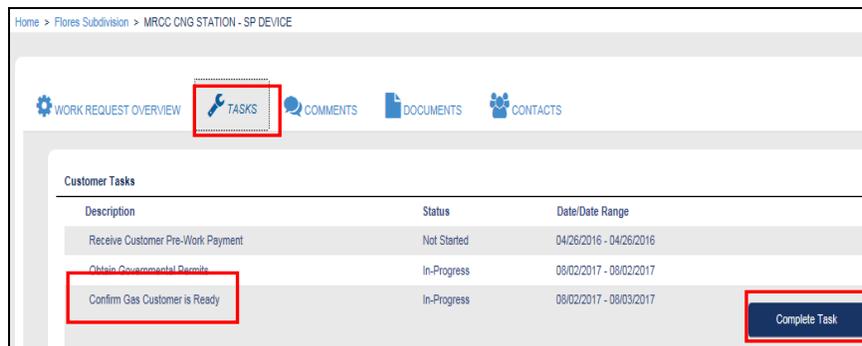
1. Click on  icon.
2. Identify **“Project Name”**.
3. Click on **“View Details”**.



4. Click on **“Work Requests”**.
5. Identify **“Work Request”**.
6. Click on **“View Work Request”**.



7. Click on ***“Tasks”***.
8. Click on ***“Complete Task”***.



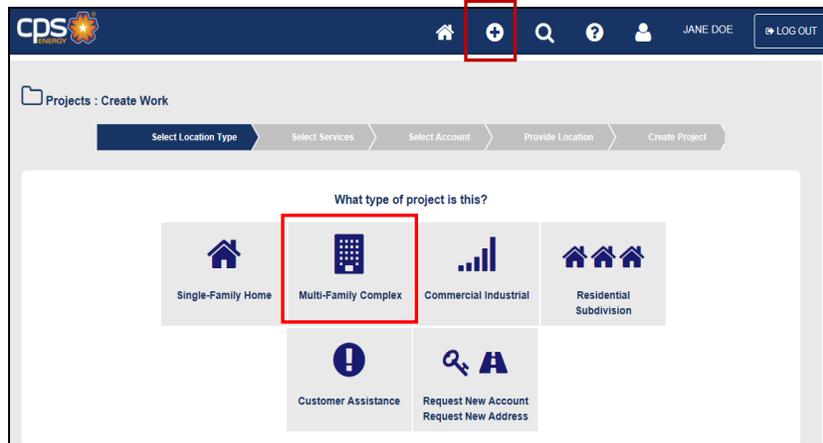
9. Click on ***“Complete Task”*** and Click on ***“Cancel/Close”***.



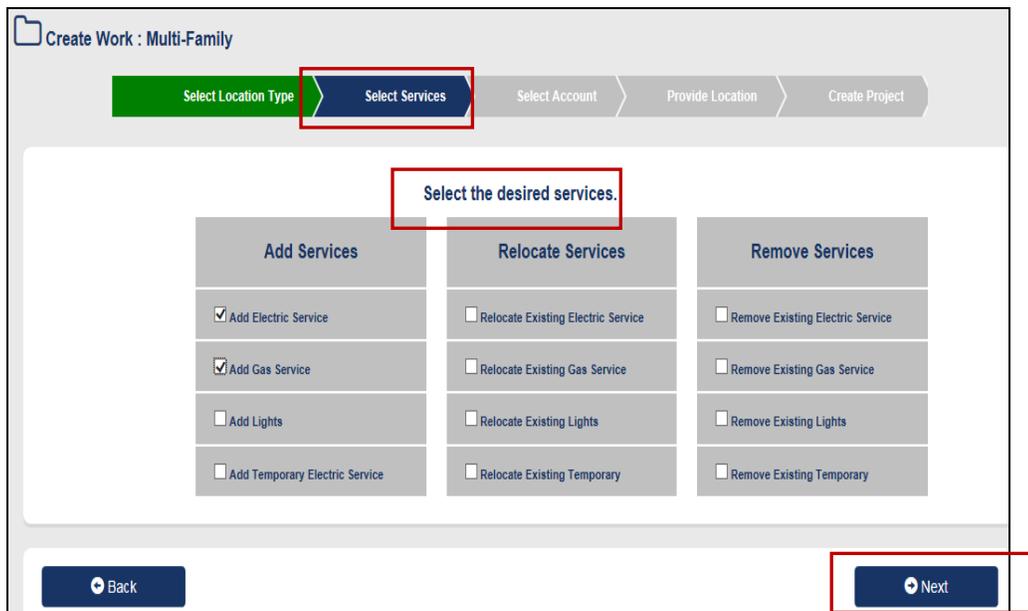
Note: If do not click on *“Complete Task”*, then the update can be Cancelled.

4.3 Multi-Family Complex Project

1. Click on  at the Toolbar to show project types.
2. Click on **“Multi-Family Complex”**.



3. Select **“Desired Services”**.
4. Click on **“Next”** at the bottom right to continue.



5. Select your **“Billing Account”**.
6. Click on **“Request New Acct”** if not listed.
7. Click on **“Next”** at the bottom right to continue.

Create Work : Multi-Family

Select Location Type > Select Services > **Select Account** > Provide Location > Create Project

Select your billing account.

1. (0105203562) GRACE TABERNACLE

Account Not Listed?

If the account you would like to use is not listed, select the "Request New Acct" button to have CPS Energy create the new account.

NOTE: processing can take a few days to complete.

Request New Acct

Back **Next**

8. Enter **“Project Information”**. **Note:** No **“Provide Location”** is needed for this service type.
9. Click on **“Submit Application”**.

Note: Can select for contact to receive updates/status messages on jobs.

Create Work : Multi-Family

Select Location Type > Select Services > Select Account > Provide Location > **Create Project**

What is the name of the Project? *

What is the location or nearest intersection?

What type of business are expected for this project?

How many units are in this project?

What is the expected average square footage?

Have you already had a preliminary meeting with CPS Energy?
Select ==>

What is the desired date for CPS Energy to start construction?

What is your required energized date?

What is the service voltage?

Is there infrastructure requiring removal or relocation?
Select ==>

Describe the trenching soil conditions?
Select ==>

Project Contact Information

Contact Name:

Contact Notifications:
Contact Receives Update/Status Messages

Phone (10 Digit Number Only): Type:
Select ==>

Email Address:

Street Number: Street Name:

Apt / Unit #: City:

State: Zip Code:
Select ==>

Do you need an address created?
Street Number: Street Name:
Apt / Unit #: City:
State: Zip Code:
Select ==>

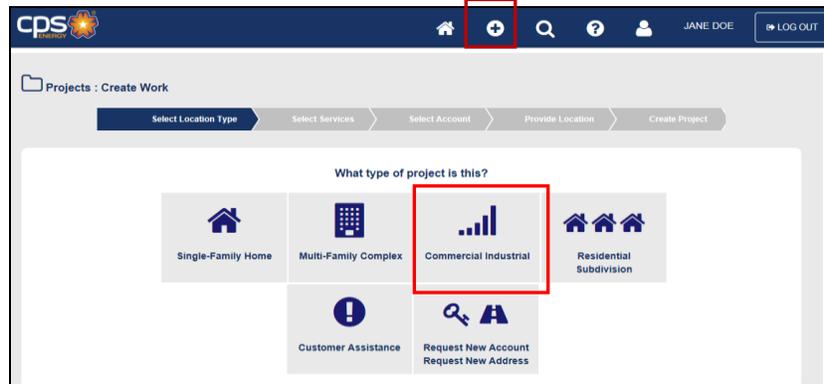
Back **Submit Application**

Project has been ***“Successfully”*** created.
Important to Document Project # for future reference.

The screenshot displays a web interface for creating a project. At the top, a breadcrumb trail reads "Projects : Create Work". Below this is a green progress bar with five steps: "Select Location Type", "Select Services", "Select Account", "Provide Location", and "Create Project". The "Create Project" step is highlighted, indicating the current stage. The main content area features a large "Success!" message in a red-bordered box, followed by a thumbs-up icon. Below the icon, a message states: "Your project 172 Green Mountain(Project # 4252) has been successfully created." The project name and ID are enclosed in a red-bordered box. At the bottom, there is a dark blue button labeled "Go To Project" with a right-pointing arrow.

4.4 Commercial/Industrial Project

1. Click on  at the Toolbar to show project types.
2. Click on “Commercial/ Industrial”.



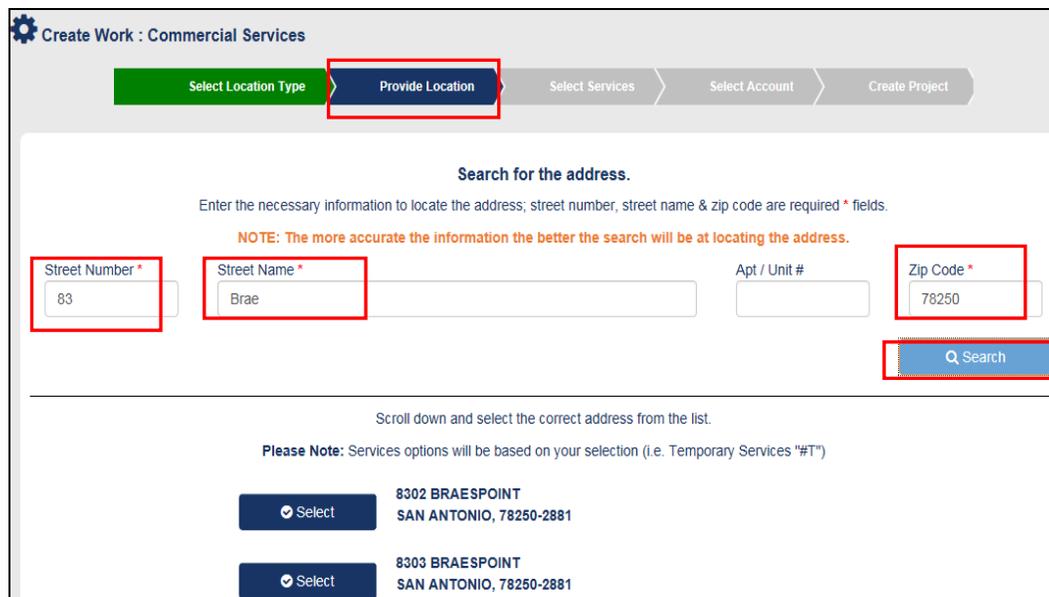
3. Enter *Street Number*, *Street Name*, and *Zip Code* to search for address **after selecting “Commercial Industrial”** for project type.

Note: Can use *Partial Street Number* **or** *Street Name* to conduct search.

Example: Search for 8302 Braespoint, 78250

Can enter only “83”, “Brae”, and 78250 (All matches to that search are shown)

4. Click on “Search”.
5. Click on the *Appropriate Address*.

A screenshot of the CPS web application interface during the 'Provide Location' step. The breadcrumb trail is 'Create Work : Commercial Services'. The progress bar shows 'Select Location Type' (active), 'Provide Location' (highlighted with a red box), 'Select Services', 'Select Account', and 'Create Project'. The main content area is titled 'Search for the address.' and includes the instruction: 'Enter the necessary information to locate the address; street number, street name & zip code are required * fields.' Below this is a note: 'NOTE: The more accurate the information the better the search will be at locating the address.' There are four input fields: 'Street Number *' (containing '83'), 'Street Name *' (containing 'Brae'), 'Apt / Unit #' (empty), and 'Zip Code *' (containing '78250'). A 'Search' button (highlighted with a red box) is located to the right of the input fields. Below the search fields, there is a section titled 'Please Note: Services options will be based on your selection (i.e. Temporary Services "#T")'. This section contains two search results, each with a 'Select' button: '8302 BRAESPOINT SAN ANTONIO, 78250-2881' and '8303 BRAESPOINT SAN ANTONIO, 78250-2881'.

6. Click on **“Request Address Create”** if address is not listed.

Address Not Found?

If the address is not listed above, you can request that a new one be created by CPS Energy.

Note: There may be a temporary delay to the project until the new address is created. Please ensure the information you have provided is complete and accurate to ensure the fastest turnaround.

[Request Address Create](#)

7. Click on **“Next”** at the bottom right to continue.

8. Select **“Desired Services”**.

9. Click on **“Next”** at the bottom right to continue.

Create Work : Commercial Services

Select Type > Provide Location > **Select Services** > Select Account > Create Project

Select the desired services.

Add Services	Relocate Services	Remove Services
<input type="checkbox"/> Add Electric Service	<input checked="" type="checkbox"/> Relocate Existing Electric Service	<input type="checkbox"/> Remove Existing Electric Service
<input type="checkbox"/> Add Gas Service	<input checked="" type="checkbox"/> Relocate Existing Gas Service	<input type="checkbox"/> Remove Existing Gas Service
<input type="checkbox"/> Add Lights	<input type="checkbox"/> Relocate Existing Lights	<input type="checkbox"/> Remove Existing Lights
<input type="checkbox"/> Add Temporary Electric Service	<input type="checkbox"/> Relocate Existing Temporary	<input type="checkbox"/> Remove Existing Temporary

[Back](#) [Next](#)

10. Select your **“Billing Account”**.

11. Click on **“Request New Acct”** if not listed.

12. Click on **“Next”** at the bottom right to continue.

Create Work : Commercial Services

Select Type > Provide Location > Select Services > **Select Account** > Create Project

Select your billing account.

[Select #1](#) 1. (0105203562) GRACE TABERNACLE

Account Not Listed?

If the account you would like to use is not listed, select the "Request New Acct" button to have CPS Energy create the new account.

NOTE: processing can take a few days to complete.

[Request New Acct](#)

[Back](#) [Next](#)

- 13. Enter **“Project Information”**.
- 14. Click on **“Submit Application”**.

Note: Can select for contact to receive updates/status messages on jobs.

Create Work : Commercial Services

Select Type > Provide Location > Select Services > Select Account > **Create Project**

Project Details

What is the name of the Project? *

What is the desired date for CPS Energy to start construction?

What is your required energized date?

What is the service voltage?

Have you already had a preliminary meeting with CPS Energy?

Is there infrastructure requiring removal or relocation?

Describe the trenching soil conditions?

Project Contact Information

Contact Name:

Contact Notifications:
Contact Receives Update/Status Messages

Phone (10 Digit Number Only): Type: Select ==

Email Address:

Street Number: Street Name:

Apt / Unit #: City:

State: Zip Code

Back Submit Application

Project has been **“Successfully”** created.
Important to Document Project # for future reference.

Projects : Create Work

Select Location Type > Select Services > Select Account > Provide Location > **Create Project**

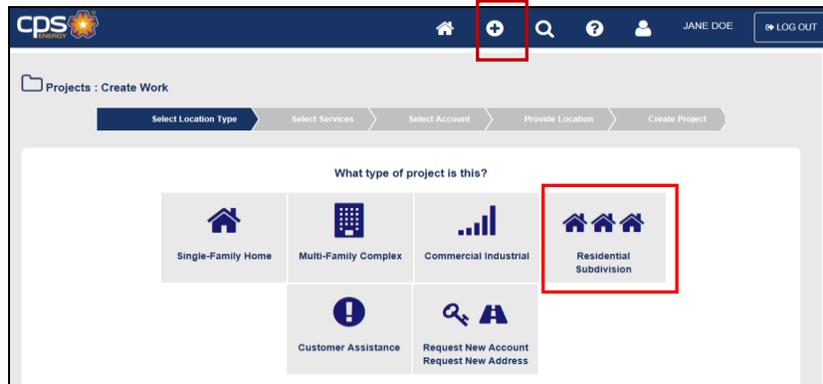
Success!

Your project 8322 Braespoint (Project # 4253) has been successfully created.

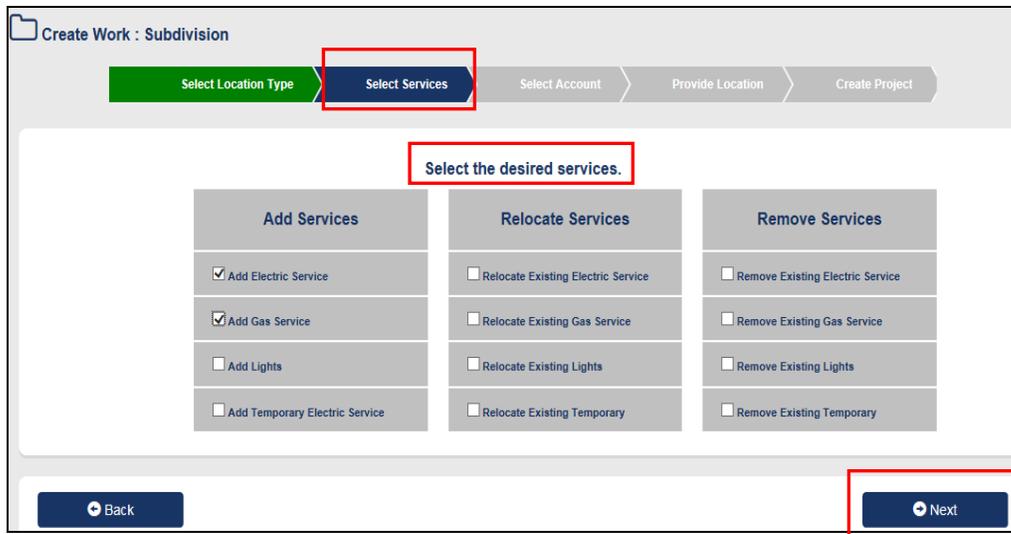
Go To Project

4.5 Residential Subdivision Project

1. Click on  at the Toolbar to show project types.
2. Click on ***“Residential Subdivision”***.



3. Select ***“Desired Services”***.
4. Click on ***“Next”*** at the bottom right to continue.



5. Select your ***“Billing Account”***.
6. Click on ***“Request New Acct”*** if not listed.

7. Click on “Next” at the bottom right to continue.

Create Work : Subdivision

Select Location Type > Select Services > **Select Account** > Provide Location > Create Project

Select your billing account.

1. (0105203562) GRACE TABERNACLE

Select #1

Account Not Listed?

If the account you would like to use is not listed, select the "Request New Acct" button to have CPS Energy create the new account.

NOTE: processing can take a few days to complete.

Request New Acct

Back Next

8. Enter “Project Information”. **Note:** No “Provide Location” is needed for this project type.

9. Click on “Submit Application”.

Note: Can select for contact to receive updates/status messages on jobs.

Create Work : Subdivision

Select Location Type > Select Services > Select Account > Provide Location > **Create Project**

What is the name of the Project? *

What is the location or nearest intersection?

How many lots are in this project?

What is the expected average square footage?

What is the desired date for CPS Energy to start construction?

What is your required energized date?

Have you already had a preliminary meeting with CPS Energy?

Is there infrastructure requiring removal or relocation?

Describe the trenching soil conditions?

Who will perform the trenching installation?

Will there be heat pumps on these premises?

Will there be gas furnaces on these premises?

Will the homes be zero lot line?

Do you need an address created?

Street Number: Street Name:

Apt / Unit #: City:

State: Zip Code:

Project Contact Information

Contact Name:

Contact Notifications:

Contact Receives Update/Status Messages

Phone (10 Digit Number Only): Type:

Email Address:

Street Number: Street Name:

Apt / Unit #: City:

State: Zip Code:

Back Submit Application

Project has been *“Successfully”* created.
Important to Document Project # for future reference.

Projects : Create Work

Select Location Type > Select Services > Select Account > Provide Location > Create Project

Success!



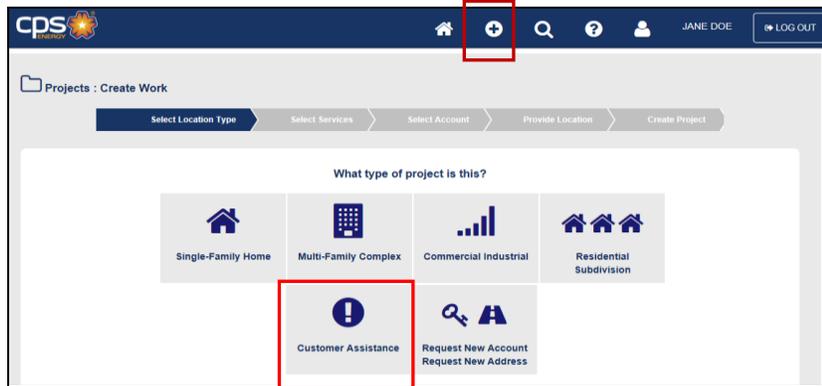
Your project 114 Eland (Project # 4254) has been successfully created.

Go To Project ➕

4.6 Customer Assistance Project

1. Click on  at the Toolbar to show project types.
2. Click on “Customer Assistance”.

Note: This is used for other project types not related to New or Relocate Services.



3. Enter *Street Number*, *Street Name*, and *Zip Code* to search for address **after selecting** “Customer Assistance” for project type.

Note: Can use *Partial Street Number* or *Street Name* to conduct search.

Example: Search for 110 Eland Dr., 78213

Can enter only “11”, “Eland”, and 78213 (All matches to that search are shown)

4. Click on “Search”.
5. Click on the *Appropriate Address*.

Create Work : Customer Assistance

Select Type Provide Location Select Services Select Account Create Project

Search for the address.
Enter the necessary information to locate the address; street number, street name & zip code are required * fields.

NOTE: The more accurate the information the better the search will be at locating the address.

Street Number * 11 Street Name * Eland Apt / Unit # Zip Code * 78213

Search

Scroll down and select the correct address from the list.

Please Note: Services options will be based on your selection (i.e. Temporary Services "#T")

Select 110 ELAND DR
SAN ANTONIO, 78213-3938

Select 110 WESTMORELAND DR
SAN ANTONIO, 78213-4154

6. Click on **“Request Address Create”** if address is not listed.

Address Not Found?

If the address is not listed above, you can request that a new one be created by CPS Energy.

Note: There may be a temporary delay to the project until the new address is created. Please ensure the information you have provided is complete and accurate to ensure the fastest turnaround.

[Request Address Create](#)

7. Click on **“Next”** at the bottom right to continue.

8. Select your **“Billing Account”**. **Note:** No **“Select Services”** is needed.

9. Click on **“Request New Acct”** if not listed.

10. Click on **“Next”** at the bottom right to continue.

Create Work : Customer Assistance

Select Type Provide Location Select Services Select Account Create Project

Select your billing account.

Select #11. (0105203562) GRACE TABERNACLE

Account Not Listed?

If the account you would like to use is not listed, select the "Request New Acct" button to have CPS Energy create the new account.

NOTE: processing can take a few days to complete.

Request New Acct

Back

Next

11. Enter *“Project Information”*.
12. Click on *“Submit Application”*.

Note: Can select for contact to receive updates/status messages on jobs.

Create Work : Customer Assistance

Select Type > Provide Location > Select Services > Select Account > **Create Project**

Project Details

Provide a short description for your request? *

What is the desired date for CPS Energy to start construction?

What is your required energized date?

Provide a brief description of your assistance request so that we can better assist.

Project Contact Information

Contact Name:

Contact Notifications:
Contact Receives Update/Status Messages

Phone (10 Digit Number Only): Type: Select ==

Email Address:

Street Number: Street Name:

Apt / Unit #: City:

State: Select ==> Zip Code

Back Submit Application

Project has been *“Successfully”* created.
Important to Document Project # for future reference.

Projects : Create Work

Select Location Type > Select Services > Select Account > Provide Location > **Create Project**

Success!

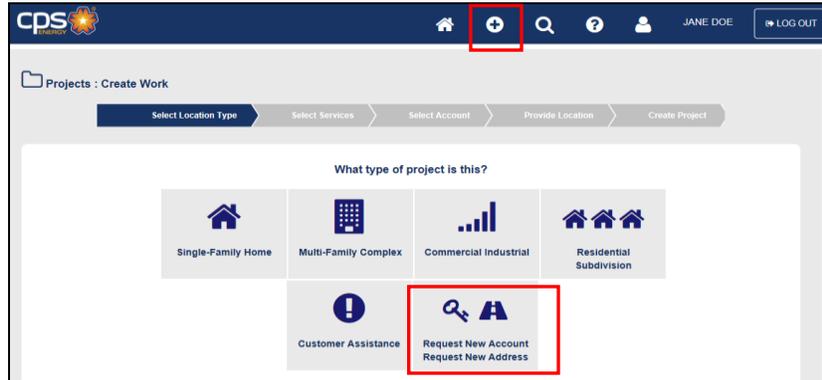
Your project Need assistance (Project # 4256) has been successfully created.

Go To Project

Section 5: Customer Options

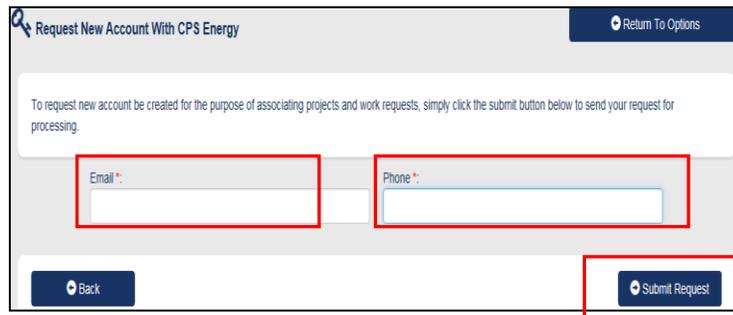
5.1 Requesting New Account/New Address

1. Click on  at the Toolbar to show project types.
2. Click on *“Request New Account/Request New Address”*.

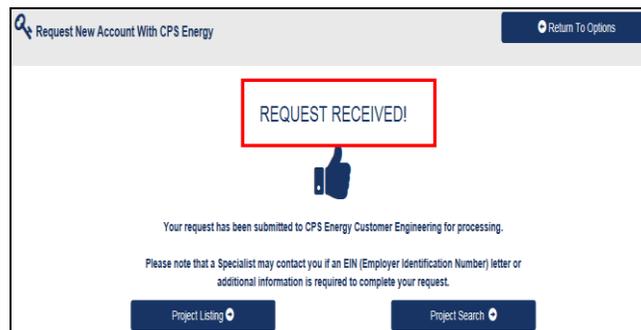


REQUEST NEW (BILLING) ACCOUNT

3. Click on .
4. Enter *“*Mandatory Fields”*.
5. Click on *“Submit Request”*.

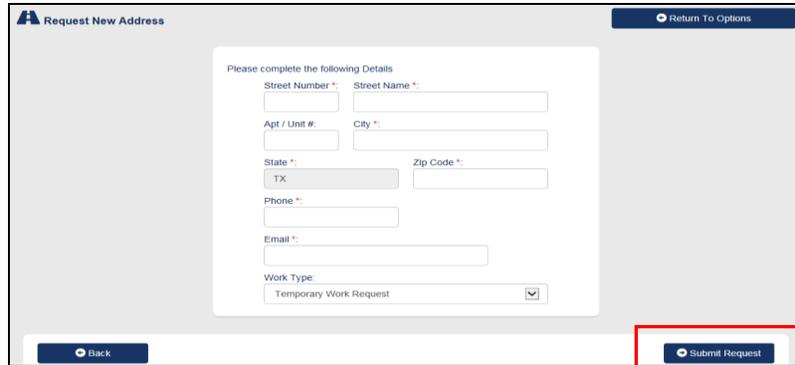


The screenshot shows the 'Request New Account With CPS Energy' form. At the top left is a magnifying glass icon and the text 'Request New Account With CPS Energy'. At the top right is a 'Return To Options' button. Below the header is a white box with the text: 'To request new account be created for the purpose of associating projects and work requests, simply click the submit button below to send your request for processing.' Below this text are two input fields: 'Email *' and 'Phone *', both highlighted with red boxes. At the bottom left is a 'Back' button, and at the bottom right is a 'Submit Request' button, also highlighted with a red box.



REQUEST NEW ADDRESS

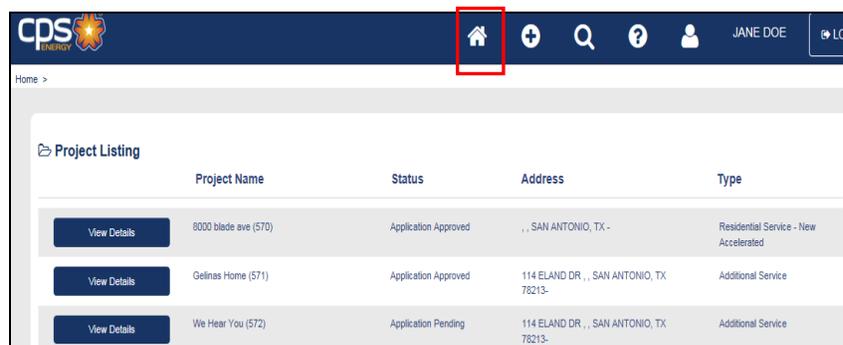
3. Click on 
4. Enter “*Mandatory Fields”.
5. Click on “Submit Request”.



Note: If have knowledge of future projects (e.g. temporary service), can request new address ahead of time.

5.2 Project/Work Request Overview Status

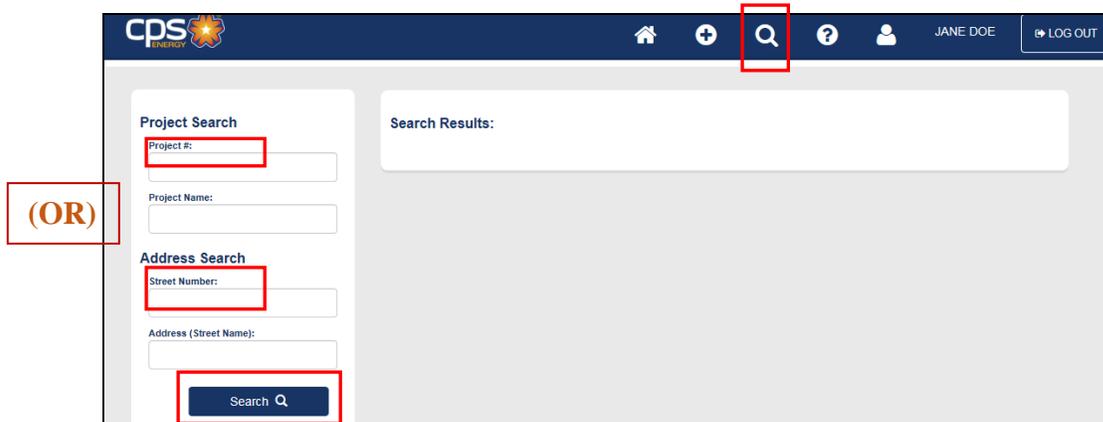
1. Click on “Home”  icon at the Toolbar.
2. Find “Project”.
3. Click on “View Details”.



	Project Name	Status	Address	Type
View Details	8000 blade ave (570)	Application Approved	, SAN ANTONIO, TX -	Residential Service - New Accelerated
View Details	Gelinas Home (571)	Application Approved	114 ELAND DR , SAN ANTONIO, TX 78213-	Additional Service
View Details	We Hear You (572)	Application Pending	114 ELAND DR , SAN ANTONIO, TX 78213-	Additional Service

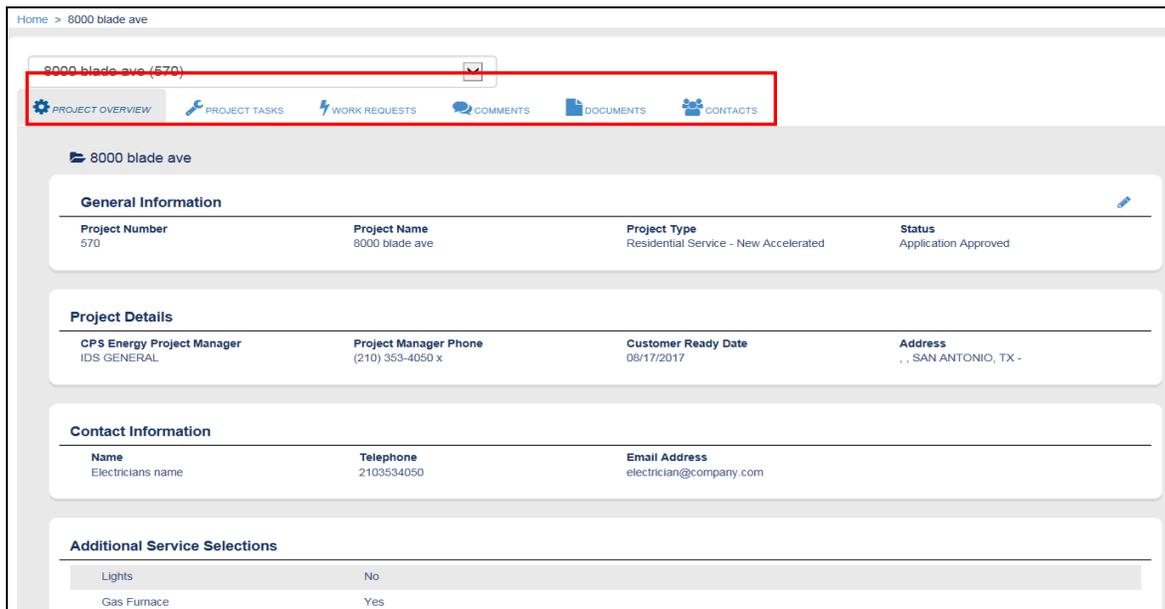
(OR)

1. Click on “Search”  icon at the Toolbar.
2. Enter “Project ID *OR* Street No.”.
3. Click on “Search”.



Options once in Project are:

Project Overview, Project Tasks, Work Requests, Comments, Documents, and Contacts



Home > 8000 blade ave

8000 blade ave (570)

PROJECT OVERVIEW PROJECT TASKS WORK REQUESTS COMMENTS DOCUMENTS CONTACTS

8000 blade ave

General Information

Project Number 570	Project Name 8000 blade ave	Project Type Residential Service - New Accelerated	Status Application Approved
------------------------------	---------------------------------------	--	---------------------------------------

Project Details

CPS Energy Project Manager IDS GENERAL	Project Manager Phone (210) 353-4050 x	Customer Ready Date 08/17/2017	Address , , SAN ANTONIO, TX -
--	--	--	---

Contact Information

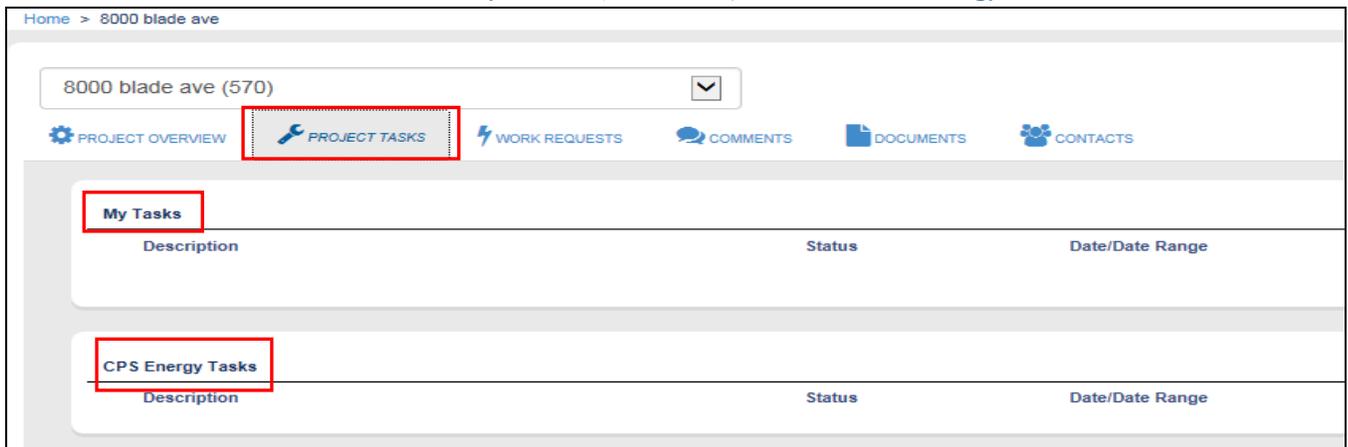
Name Electricians name	Telephone 2103534050	Email Address electrician@company.com
----------------------------------	--------------------------------	---

Additional Service Selections

Lights	No
Gas Furnace	Yes

1. Click on *“Project Tasks”*.

Can View Status on “My Tasks (Customer)” and “CPS Energy Tasks”



2. Click on *“Work Requests”*.
3. Identify appropriate *“Work Request”*.
4. Click on *“View Work Request”*.



5. Click on *“Work Request Overview”*.

Able to view status of “Construction Information”; Construction Status examples are:

- Pending
- Dispatched
- Enroute
- Onsite
- Complete
- Cancelled
- Turndown (Can click on *“Comments”* to view reason)

WORK REQUEST OVERVIEW | TASKS | COMMENTS | DOCUMENTS | CONTACTS

WEEKLEY HOMES LP DBA DAVID WEEKLEY

General Information

Number 40108726	Project Name WEEKLEY HOMES LP DBA DAVID WEEKLEY	Description New Install Gas Device - RES
---------------------------	---	--

Work Request Details

Type NRSMG - SERV/MET RES - GAS	Entry Date 07/31/2017	Need By Date 01/01/2020
---	---------------------------------	-----------------------------------

Project Address

Street 8514 IVY CURL	City SCHERTZ	State TX	Zip 78154
--------------------------------	------------------------	--------------------	---------------------

Construction Information

Description	Status	Date/Date Range
--------------------	---------------	------------------------

6. Click on **“Tasks”**.

Can view status of “Customer Tasks” and “CPS Energy Tasks”. Delays/Holds are shown on project/work request tasks. Customer Reasons could be:

- **Awaiting Permits**
- **Customer Not Ready**
- **Design Change**
- **Customer Payment**
- **Site Not Ready**
- **Streetlight Letter**
- **Executed Contract**
- **Plat Revision**

WORK REQUEST OVERVIEW | **TASKS** | COMMENTS | DOCUMENTS | CONTACTS

Customer Tasks

Description	Status	Date/Date Range
Receive Customer Pre-Work Payment	Not Required	
Site Ready for Construction	Completed	08/01/2017
DELAYED: Customer Not Ready	In-Progress	10/20/2017 - 07/31/2017
Obtain Governmental Permits	In-Progress	07/31/2017 - 08/02/2017
Inspect Customer House Pipe	In-Progress	07/31/2017 - 08/29/2017
Confirm Gas Customer is Ready	Not Started	08/30/2017 - 08/30/2017

CPS Energy Tasks

Description	Status	Date/Date Range
Customer Notification	Completed	08/01/2017
DELAYED: Delay Due to Outage Required	In-Progress	10/20/2017 - 08/07/2017
Schedule Work	Not Started	08/02/2017 - 08/02/2017

5.3 Project/Work Request Additions

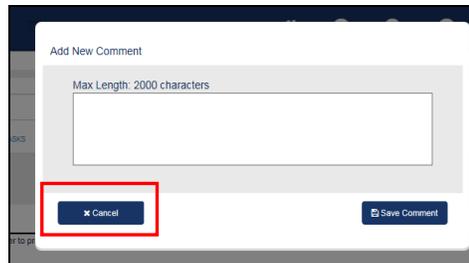
5.3.1 COMMENTS

*Important to enter **Comments** at the Project level. Email notification will be sent to Project Owner at CPS Energy when customer enters a comment at that level.*

1. Bring up your “**Project**”.
2. Click on “**Comments**”.
3. Click on “**Add Comment**”.



4. Enter Comments and Click on “**Save Comment**”.



5.3.2 DOCUMENTS

*Important to enter **Documents** at the Project level. This will provide visibility to everyone in regards to all attachments made by the customer.*

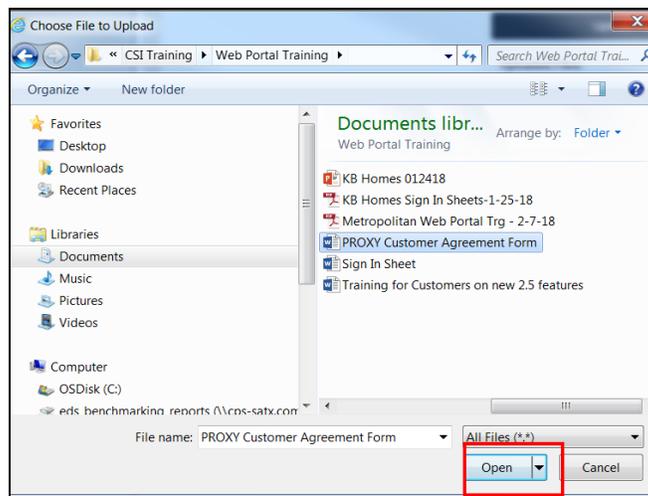
1. Bring up your “**Project**”.
2. Click on “**Documents**”.
3. Click on “**Upload Files**”.



4. Click on ***“Browse for Files”***.



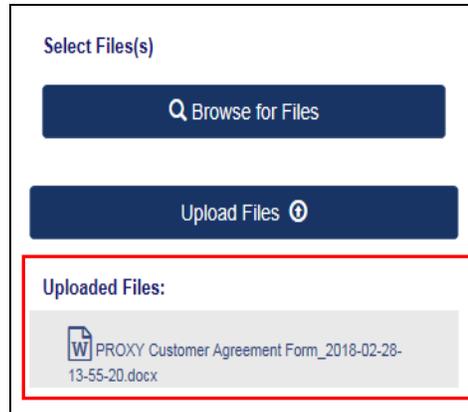
5. Select File and Click on ***“Open”***.



6. Ensure correct file is shown and then Click on ***“Upload Files”***.



7. This file will show it has been uploaded.



5.3.3 CONTACTS

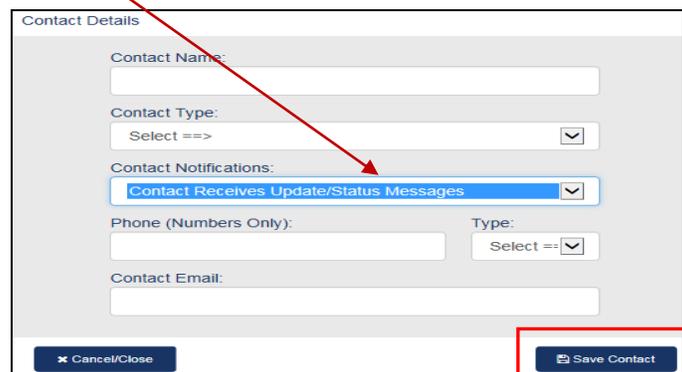
*Steps to add **Contacts** are the same at the Project or Work Request Level.
(Contacts entered at Work Request level **only** will not receive Project updates)*

1. Bring up your “**Project**”. (process shown below is for a Project)
2. Click on “**Contacts**”.
3. Click on “**Add Contacts**”.



4. Enter Information and Click on “**Save Contact**”.

Note: Can select for contact to receive updates/status messages on jobs.



Contact Details

Contact Name:

Contact Type:

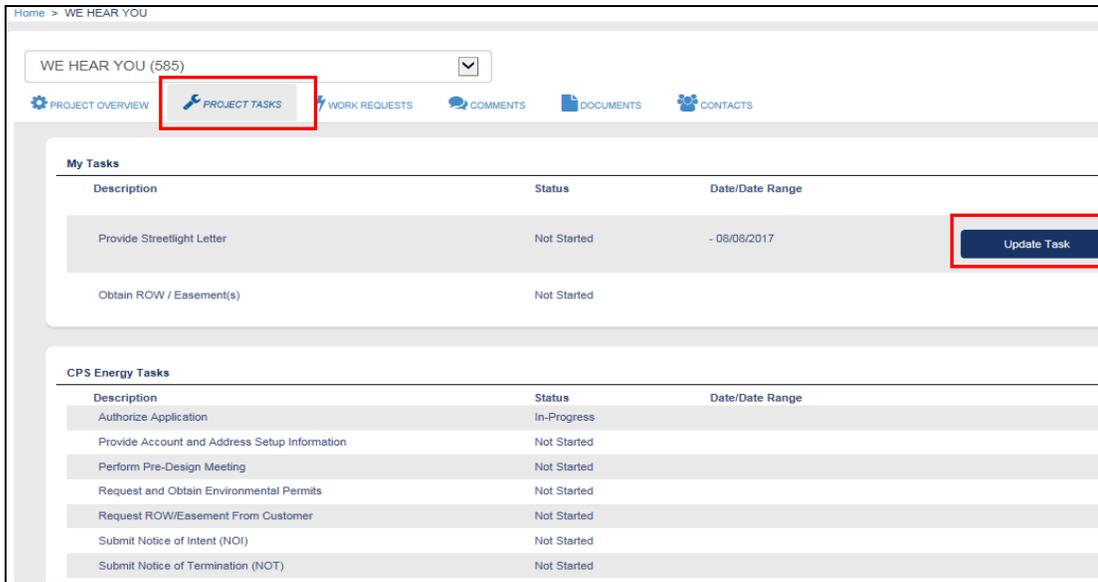
Contact Notifications:

Phone (Numbers Only): Type:

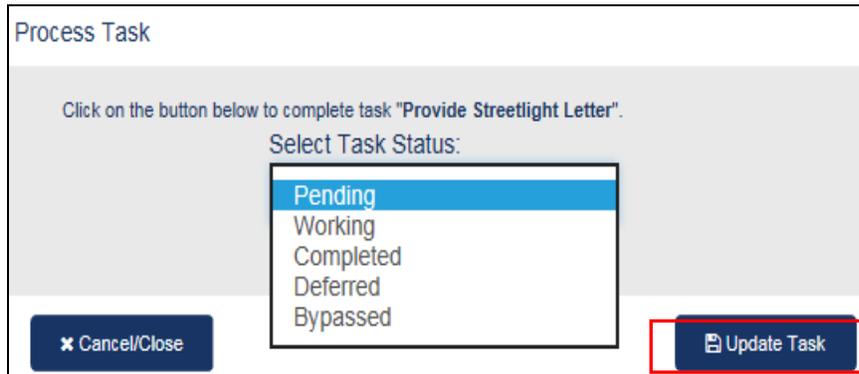
Contact Email:

5.3.4 UPDATING PROJECT TASKS

1. Bring up your “*Project*”.
2. Find the “*My Task*” to update and Click on “*Update Task*”.



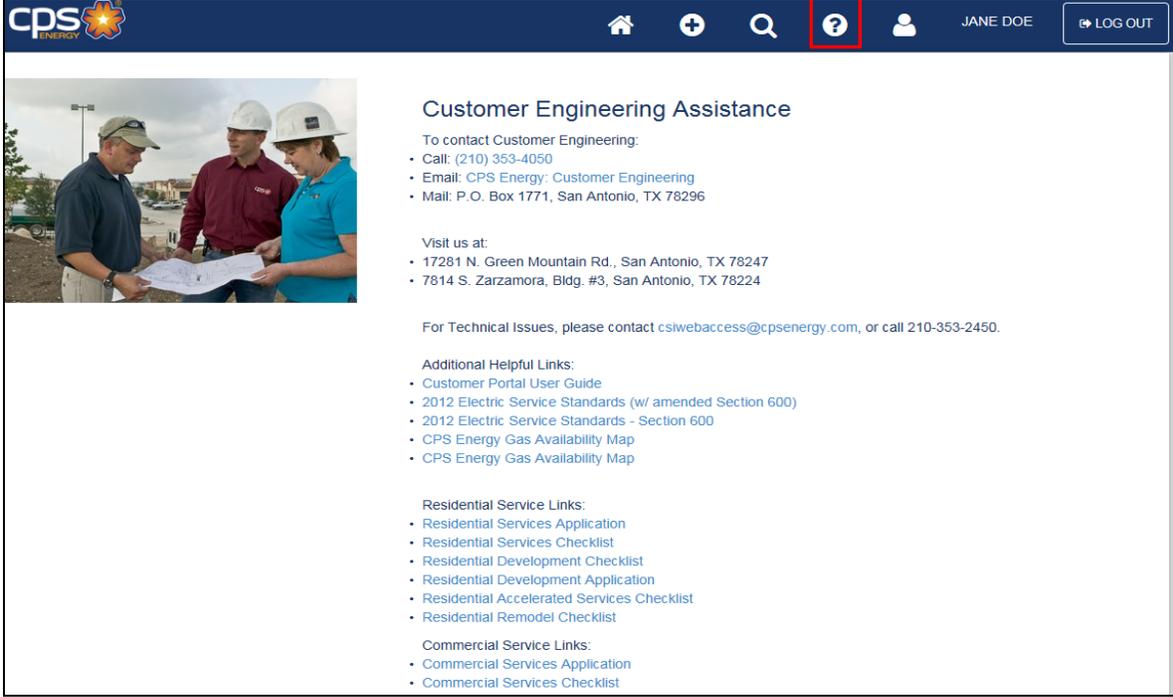
3. Select appropriate “*Task Status*” and Click on “*Update Task*”.
4. Click on “*Cancel/Close*” if you do not want to update the task afterall.



Section 6: Customer Engineering Assistance

1. Click on  icon in the toolbar.

Contact, email, and helpful links will be available.



Customer Engineering Assistance

To contact Customer Engineering:

- Call: (210) 353-4050
- Email: CPS Energy: Customer Engineering
- Mail: P.O. Box 1771, San Antonio, TX 78296

Visit us at:

- 17281 N. Green Mountain Rd., San Antonio, TX 78247
- 7814 S. Zarzamora, Bldg. #3, San Antonio, TX 78224

For Technical Issues, please contact csiwebaccess@cpsenergy.com, or call 210-353-2450.

Additional Helpful Links:

- [Customer Portal User Guide](#)
- [2012 Electric Service Standards \(w/ amended Section 600\)](#)
- [2012 Electric Service Standards - Section 600](#)
- [CPS Energy Gas Availability Map](#)
- [CPS Energy Gas Availability Map](#)

Residential Service Links:

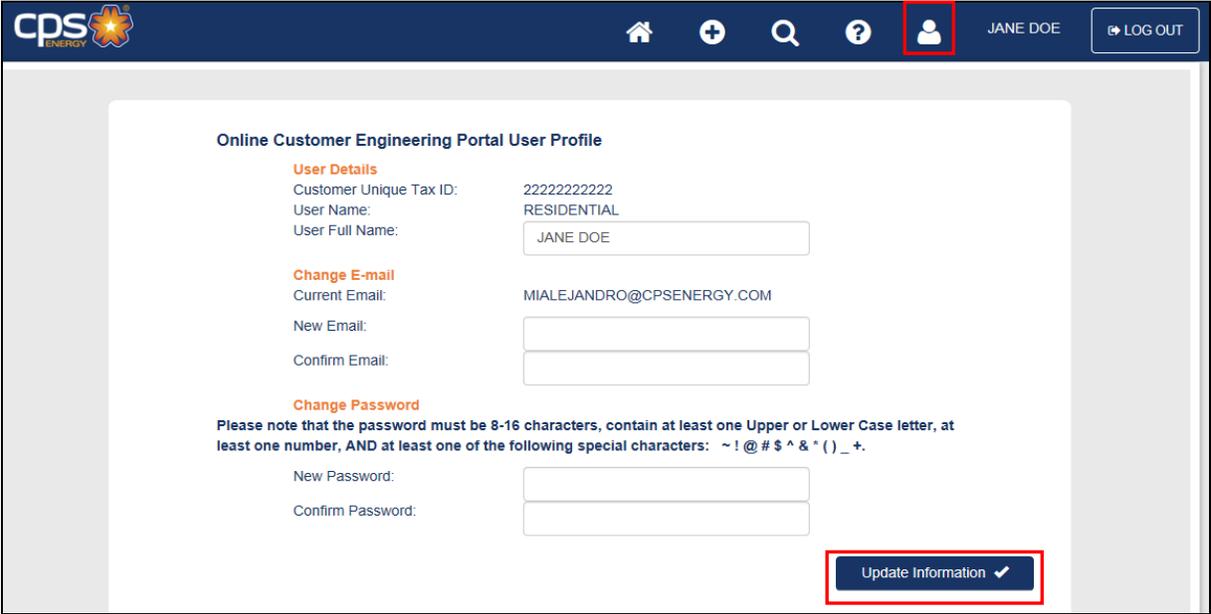
- [Residential Services Application](#)
- [Residential Services Checklist](#)
- [Residential Development Checklist](#)
- [Residential Development Application](#)
- [Residential Accelerated Services Checklist](#)
- [Residential Remodel Checklist](#)

Commercial Service Links:

- [Commercial Services Application](#)
- [Commercial Services Checklist](#)

Section 7: Customer Profile User Update

1. Click on  icon in the toolbar.
2. Enter information you would like to update (*user details, emails, and/or password*).
3. Click on “*Update Information*”.



Online Customer Engineering Portal User Profile

User Details
Customer Unique Tax ID: 2222222222
User Name: RESIDENTIAL
User Full Name:

Change E-mail
Current Email: MIALEJANDRO@CPSENERGY.COM
New Email:
Confirm Email:

Change Password
Please note that the password must be 8-16 characters, contain at least one Upper or Lower Case letter, at least one number, AND at least one of the following special characters: ~ ! @ # \$ ^ & * () _ +.
New Password:
Confirm Password: