

REQUEST A SINGLE FAMILY HOME PROJECT

1. Open your internet web browser.
2. In the address bar, type in <https://secure.cpsenergy.com/crportal/#/>
3. Click **SIGN IN** located in the top right corner of the page.



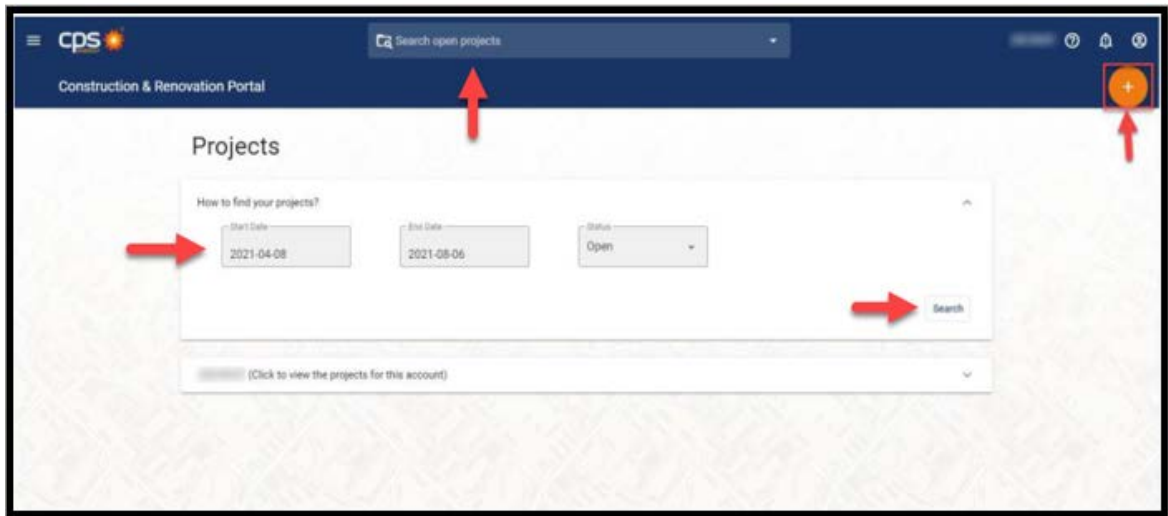
4. Enter your **User Name** and click **NEXT**.

A screenshot of the Construction & Renovation Portal sign-in page. The header shows the CPS Energy logo and 'Construction & Renovation Portal'. Below this is 'Sign in' and 'Use your CPS Energy user name'. There is a text input field labeled 'Enter your user name'. Below the field is a 'Forgot password?' link. To the right of the field are 'CANCEL' and 'NEXT' buttons. Below the input field is a language dropdown set to 'English (US)' and a 'Help' button. At the bottom, there are links: 'Not a user? Click here to enroll', 'No Login Required', 'PDF applications are available for download', 'Make an Online Payment', and 'Check Your Project Status'.

5. Enter your **password** and click **NEXT**.

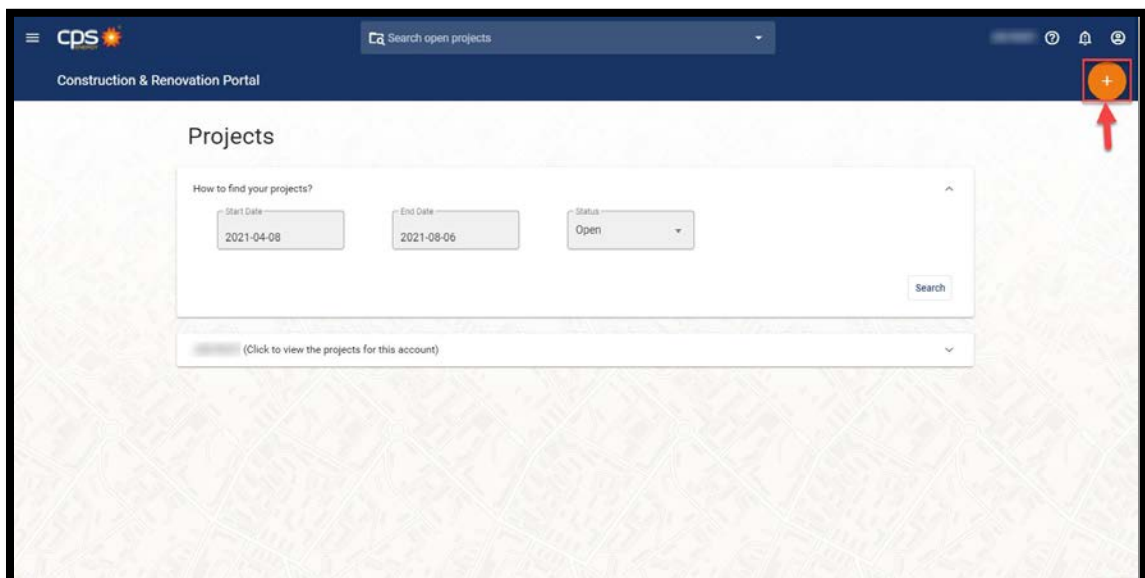
A screenshot of the Construction & Renovation Portal password entry page. The header shows the CPS Energy logo and 'Construction & Renovation Portal'. Below this is 'Hi' followed by a blurred name. There is a text input field labeled 'Enter your password' with a password icon on the right. Below the field is a 'Forgot password?' link. To the right of the field are 'BACK' and 'NEXT' buttons.

6. **Confirm your project address is not already in the system as an active order.** This will prevent order duplication and delays in processing.




- **Reset your Start Date.**
The Start Date on the Projects page automatically defaults to 120 days before the current date and may need to be adjusted further to locate projects that were submitted before that date.
- **Click SEARCH to redefine query parameters.**
- **Enter address number at the top of the page.**
- **If you are inheriting a project and you still cannot locate it, contact your company's Portal Admin or call Web Portal Support at 210-353-2450**

7. Click the **orange plus sign (+)** in the upper right corner to start a new project.



8. Select Start A New Project



New Project Application

Through the next few screens, please provide the details necessary for us to start your project.

Click on the button below to begin a new project

START A NEW PROJECT

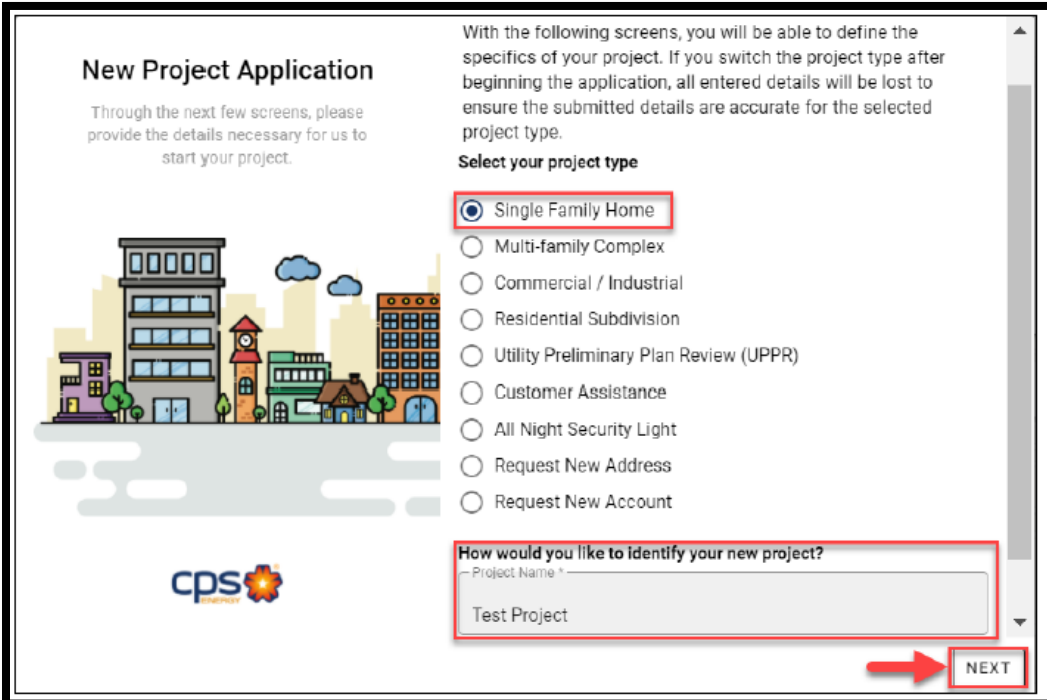
You have saved projects which have not been completed. Click the following button to view / manage this list of saved projects

VIEW SAVED PROJECT LISTING

cps ENERGY

The screenshot shows a 'New Project Application' window. On the left is a colorful illustration of a city skyline with various buildings and trees. On the right, there are two buttons: 'START A NEW PROJECT' and 'VIEW SAVED PROJECT LISTING'. A red arrow points to the 'START A NEW PROJECT' button. Above the buttons, there is a close button (X) and two lines of instructional text. The 'cps ENERGY' logo is at the bottom left.

9. In the New Project Application view, select the Single Family Home option, enter Project Name and then click on NEXT.



New Project Application

Through the next few screens, please provide the details necessary for us to start your project.

With the following screens, you will be able to define the specifics of your project. If you switch the project type after beginning the application, all entered details will be lost to ensure the submitted details are accurate for the selected project type.

Select your project type

- ☒ Single Family Home
- ☐ Multi-family Complex
- ☐ Commercial / Industrial
- ☐ Residential Subdivision
- ☐ Utility Preliminary Plan Review (UPPR)
- ☐ Customer Assistance
- ☐ All Night Security Light
- ☐ Request New Address
- ☐ Request New Account

How would you like to identify your new project?

Project Name *

Test Project

NEXT

The screenshot shows the 'New Project Application' window with the 'Single Family Home' option selected. Below the list of project types, there is a text input field for 'Project Name' with the text 'Test Project' entered. A red arrow points to the 'NEXT' button at the bottom right. The 'cps ENERGY' logo is at the bottom left.



Please Note: We suggest entering the street address as a project name.

10. Query our database to locate your address in our addressing system, using as few characters as possible.

Now you can search for your project address. If not found, you have the option to request a new address be created in our systems. Please ensure the information is accurate.

This process normally takes 1-2 business days. If your address is outside of the City of San Antonio, your request will be subject to an additional review, which will impact the response timeline.

Street number *
Street # is required

Street name *
Street name is required

Apt/Unit/Bldg#

Zip code *
Zip code is required

SEARCH

11. Select the appropriate address for your request and a green checkmark will annotate the selected address.

Now you can search for your project address. If not found, you have the option to request a new address be created in our systems. Please ensure the information is accurate.

This process normally takes 1-2 business days. If your address is outside of the City of San Antonio, your request will be subject to an additional review, which will impact the response timeline.

Temporary address selection will create a Temporary Electric Project. A permanent project must be created separately.

Street number *
4334

Street name *
AMEN CORNER

Apt/Unit/Bldg#

Zip code *
78261

☐ Request address creation?

[General Addressing Information](#)

SEARCH

☒ 4334 AMEN CORNER SAN ANTONIO 78261

☐ (TEMP) 4334 AMEN CORNER SAN ANTONIO 78261
Temporary address selection will create a Temporary Electric Project. A permanent project must be created separately.

BACK **NEXT**

- Select the “standard” address option if needing permanent AND temporary meters during construction (example shown above).
- Select (TEMP) option ONLY if a permanent meter was ordered previously.
If you select the temp address version, you will be progressed to step 14.

12. If the address you need does not come back as a query result:

- Confirm the zip code and city with USPS or Google Maps and try again
- If still no result, click “Request Address Creation?” to request a new address for your project
- Add “#T” for unit number if only a temporary meter is to be ordered and the option did not appear in previous query.
- Confirm the City and then hit NEXT (do not SEARCH again).

The screenshot shows a web form titled "New Project Application". On the left, there is a graphic of a city skyline and the CPS Energy logo. The main content area contains instructions: "Now you can search for your project address. If not found, you have the option to request a new address be created in our systems. Please ensure the information is accurate." Below this are several input fields: "Street number *" with the value "123", "Street name *" with the value "ANY STREET", "Apt/Unit/Bldg#" with the value "#T" (circled in red), "City *" (empty), and "Zip code *" with the value "78201". A red arrow points from the "City *" field to a red error message that says "City is required for address create". Below the fields is a checkbox labeled "Request address creation?" which is checked. A link "General Addressing Information" is also present. A red warning message states: "Temporary address selection will create a Temporary Electric Project. A permanent project must be created separately." At the bottom, there are two location pins with addresses: "123 ANY STREET SAN ANTONIO 78201-6348" and "123 ANY STREET #2 SAN ANTONIO 78201-5626". Navigation buttons "BACK" and "NEXT" (with a red arrow) are at the bottom right.



Please note: This step will require 1-2 business days to update our addressing database before your order can be processed.

13. Select your service type and your installation type. Please select Both Electric & Gas if both are needed for this site. If the service types you require are not visible, stop order entry, confirm, and call Portal Support at 210-353-2450 if CPS is the provider for your area.

The selected address shows to be ready for both electric and gas services. What would you like to manage at this location?

Select your service type *

☐ Electric

☐ Gas

☒ Both Electric and Gas

Select your installation type *

☒ Permanent

☐ COOKTOP

☐ DRYER

☐ FIREPLACE

☐ GAS FURNACE

☐ GRILL

☐ HEATER

☐ HOT TUB

☐ OVEN

☐ POOL


☐ WATER HEATER

Additional options and details for your project will be on the following screens.


BACK NEXT

14. Review the information provided and select which installation type your service will require. Click NEXT.

The type of service you will be installing is determined by how the neighboring properties are currently served. Please use these reference pictures to select below if it is underground or overhead.



Overhead Electricity is served by an existing pole with a transformer on it.



Underground: Electricity is served by a box-type transformer that is installed on the ground.

Will installation be overhead or underground?

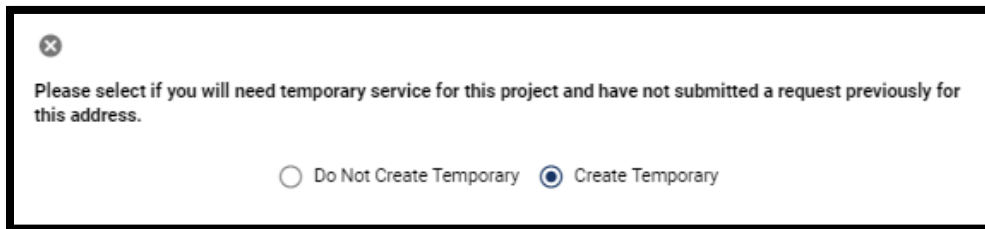
☐ Overhead ☐ Underground

One of the above options is required

BACK NEXT

15. Please choose whether to include a temporary work request in this project and then click on NEXT.

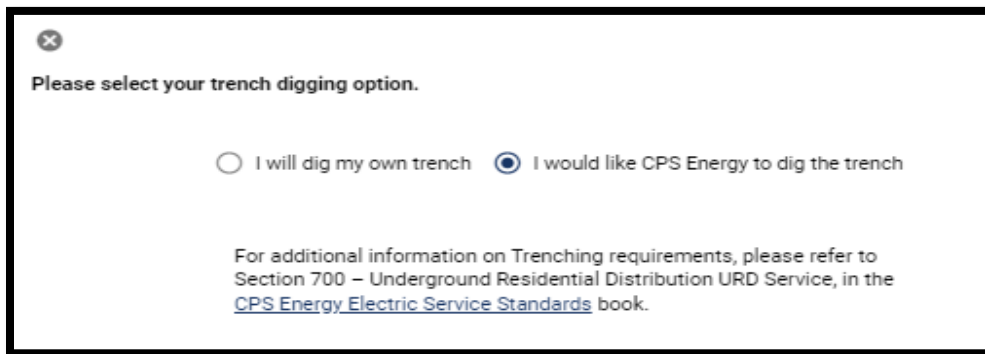
Do not select Create Temp if a temporary service order already exists as this step will create a duplicate temporary service order and delay your order progress.



Please select if you will need temporary service for this project and have not submitted a request previously for this address.

☐ Do Not Create Temporary ☒ Create Temporary

16. Please choose if you would like to dig your own trench or if you would like CPS Energy to dig the trench, then click on **NEXT**.

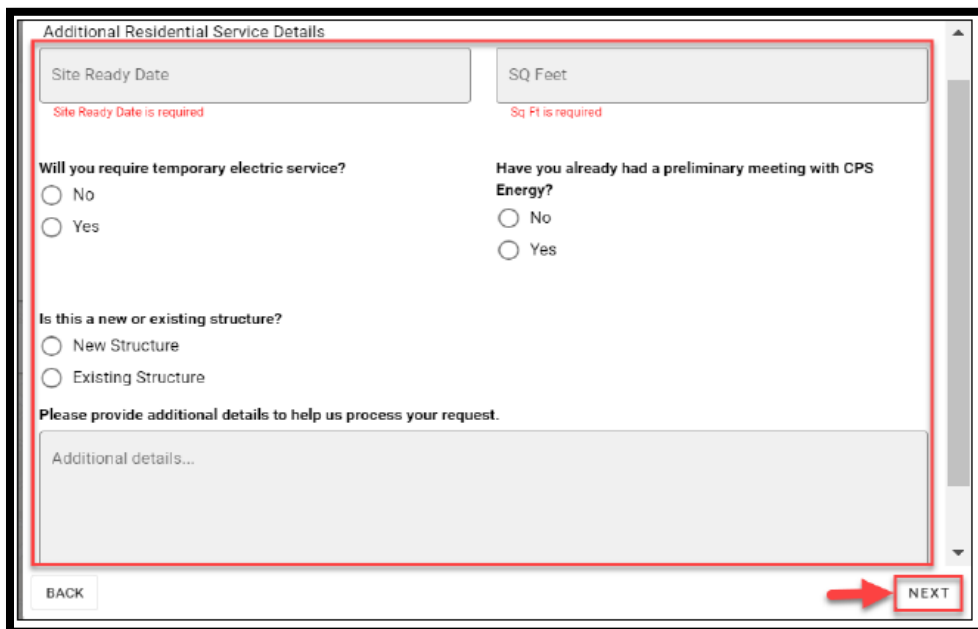


Please select your trench digging option.

☐ I will dig my own trench ☒ I would like CPS Energy to dig the trench

For additional information on Trenching requirements, please refer to Section 700 – Underground Residential Distribution URD Service, in the [CPS Energy Electric Service Standards](#) book.

17. Enter Additional Service Details. You may also provide additional details (example: a gate code if required for access) and click on NEXT.



Additional Residential Service Details

Site Ready Date SQ Feet

Site Ready Date is required Sq Ft is required

Will you require temporary electric service?

☐ No ☐ Yes

Have you already had a preliminary meeting with CPS Energy?

☐ No ☐ Yes

Is this a new or existing structure?

☐ New Structure ☐ Existing Structure

Please provide additional details to help us process your request.

Additional details...

BACK NEXT



Please Note: Site Ready Date means your site is prepared for crews to install Electric and/or Gas utility services, clear of obstructions and all CPS Energy Service Standard requirements have been met.

18. Select the billing account (a green checkmark will appear on the selected account) and click NEXT. *Skip to Step 21.*

The screenshot shows a web interface for selecting a billing account. At the top, it says "Select the billing account you would like to use for this project." Below this, a note states: "If you do not see the billing account you would like to use, please click on the 'Request New Billing Account' button below, which will delete this application and you will be routed to the process to request the new billing account." There are two account entries, each with a person icon and a greyed-out name field. The first entry has a green checkmark in a circle to its left. Below the accounts is a button labeled "REQUEST NEW BILLING ACCOUNT". At the bottom left is a "BACK" button and at the bottom right is a "NEXT" button.

19. **If the billing account you wish to use is not visible, select Request New Billing Account.** This will cancel your current project request and initiate a separate billing account request.

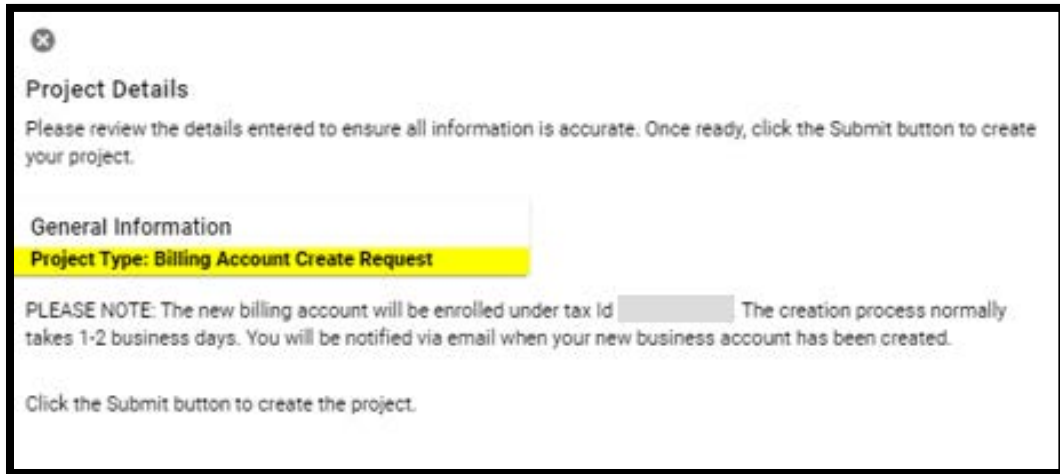


Please note: **Allow 24-48 hours for the new billing account to be added to your portal account** after information has been verified. You will be notified when your portal profile is updated. Only after you receive confirmation that this step has been completed should you again attempt to submit your application for services.

20. Enter your contact information for **New Billing Account** and submit.

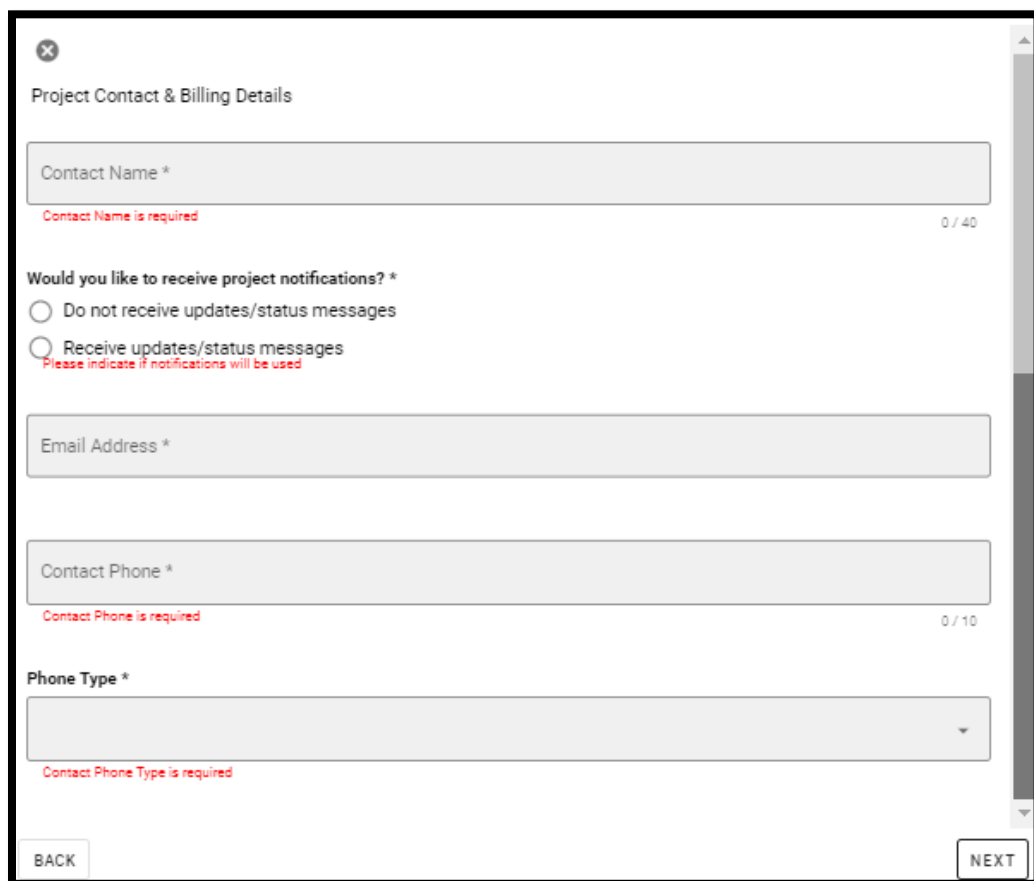
The screenshot shows a form for requesting a new billing account. It starts with a note: "To request a new billing account to be created for the purpose of associating projects and work requests, simply click the submit button below to send your request for processing." Below this is another note: "Please ensure the information is accurate." There are two input fields: "Phone Number *" and "Email Address *". Below the phone number field, it says "Contact Phone is required" and "0 / 10". Below the email address field, it says "Contact Email is required". A cursor is visible in the email address field.

21 Review Project Details and submit application for **New Billing Account**.



The screenshot shows a web form titled "Project Details" with a close button (X) in the top left corner. Below the title is a paragraph: "Please review the details entered to ensure all information is accurate. Once ready, click the Submit button to create your project." There is a section titled "General Information" with a yellow highlight on the text "Project Type: Billing Account Create Request". Below this is a "PLEASE NOTE" section: "The new billing account will be enrolled under tax Id [redacted] The creation process normally takes 1-2 business days. You will be notified via email when your new business account has been created." At the bottom, it says "Click the Submit button to create the project."

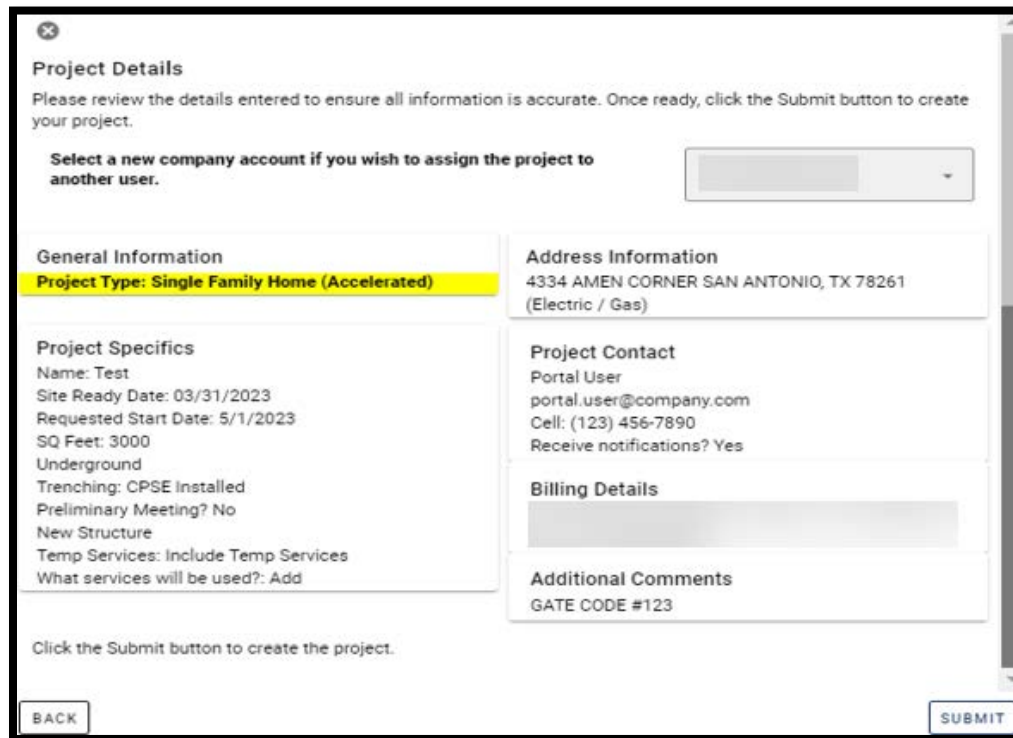
21. If you did not request a New Billing Account, you will be directed to the Project Contact & Billing Details page. Enter Contact Name, if would you like to receive project notifications, Email Address, Contact Phone, Phone Type and click on NEXT.



The screenshot shows a web form titled "Project Contact & Billing Details" with a close button (X) in the top left corner. The form contains several input fields and a radio button group. The "Contact Name *" field has a red error message "Contact Name is required" and a character count "0 / 40". Below it is a radio button group for "Would you like to receive project notifications? *", with options "Do not receive updates/status messages" and "Receive updates/status messages". The "Receive updates/status messages" option is selected, and there is a red error message "Please indicate if notifications will be used". Below the radio buttons is the "Email Address *" field. Below that is the "Contact Phone *" field, which has a red error message "Contact Phone is required" and a character count "0 / 10". Below the phone field is the "Phone Type *" field, which is a dropdown menu and has a red error message "Contact Phone Type is required". At the bottom left is a "BACK" button and at the bottom right is a "NEXT" button.

- Please try not to use Autofill within this section.
- Extra spaces will cause a system error.
- Provide a valid email address and phone number (no dashes).

22. Review Project Details and submit application.



Project Details

Please review the details entered to ensure all information is accurate. Once ready, click the Submit button to create your project.

Select a new company account if you wish to assign the project to another user.

| | |
|--|--|
| General Information Project Type: Single Family Home (Accelerated) | Address Information 4334 AMEN CORNER SAN ANTONIO, TX 78261 (Electric / Gas) |
| Project Specifics Name: Test Site Ready Date: 03/31/2023 Requested Start Date: 5/1/2023 SQ Feet: 3000 Underground Trenching: CPSE Installed Preliminary Meeting? No New Structure Temp Services: Include Temp Services What services will be used?: Add | Project Contact Portal User portal.user@company.com Cell: (123) 456-7890 Receive notifications? Yes |
| | Billing Details <input type="text"/> |
| | Additional Comments GATE CODE #123 |

Click the Submit button to create the project.

23. Note that Project Documentation may be required and can be uploaded at this time. This confirms your application has been received and a Project was created. Click on CLOSE.



Project Documentation & Requirements

Feel free to navigate to the Files tab within your project and begin attaching the required documents needed for your project. Once they're attached, mark the task complete within the Task tab. You can also edit and add project contacts to your project within the Contacts section of the Project Details Page.

If you need assistance, please contact CPS Energy Customer Engineering by phone at 210-353-4050 (Monday - Friday from 7:30 a.m. - 4 p.m.) or by e-mail at ce@cpsenergy.com. For Web Portal assistance, please contact the Web Portal Support team at (210) 353-2450 or csiwebaccess@cpsenergy.com.





24. In the Project Details window, verify all your information is correct and log the Project number. Notice the location of:

- | | | | |
|-------------------|----------------------|--------------------------|---------|
| 1. Project Number | 2. Work Requests | 3. Site Ready Button | 4. Tabs |
| 5. Schedule | 6. CPS Contact field | 7. Project Contact field | |

Please contact the Web Portal Support Team if you have any questions regarding portal functionality or access:

Email: CSIWebaccess@cpsenergy.com Ph: 210-353-2450
(Mon – Fri 7:30AM – 4PM)