

REQUEST FOR ELECTRIC & GAS SERVICES

CUSTOMER GUIDE



LARGE COMMERCIAL DEVELOPMENT

MESSAGE FROM THE SENIOR DIRECTOR

Dear Large Commercial Customer,

Whether you are an established CPS Energy customer or new to our service area, it is my privilege to present to you this Customer Guide for requesting electric and gas services from CPS Energy.

Let me begin by stating that we understand the importance of providing timely and reliable electric and gas service and are committed to providing you with an outstanding customer experience.

The purpose of this customer guide is to provide you and your representatives with valuable information for requesting electric and gas services for your large commercial development and a detailed explanation of these processes. We believe that a strong partnership between CPS Energy and your development team is critical to the ultimate success of the project. To support this partnership, we have created this guide to assist your team throughout the process and clearly describe key steps that will lead to timely delivery of power and/or gas to your project. We have also identified issues that could potentially cause delays and how to best mitigate or prevent them from occurring.

We strongly encourage you to request the scheduling of a [Utility Preliminary Planning Review \(UPPR\)](#) meeting so that our teams can come together and discuss the project prior to the submittal of your formal application. We can provide key information regarding the availability of gas, location of electric infrastructure that may inform the design of your project. Depending on how much information you are able to provide, we may also be able to provide you with the predicted size and location of infrastructure that will serve your project.

We have developed a [Customer Web Portal](#) that allows you to submit your application online, view and add file attachments, review and update project status and interact with your assigned Coordinator.

Upon receipt of your application, your project will be assigned to a Coordinator that will serve as your main point of contact and assist you throughout the process. However, if at any time during this process, you are not fully satisfied with the service that you are receiving from CPS Energy, I invite you contact me directly by phone at [\(210\) 353-8840](tel:210-353-8840) or email at speddy@cpsenergy.com so that I can take immediate steps to remedy any deficiencies.

On behalf of CPS Energy and the entire Customer Engineering Department, we look forward to meeting all of your energy needs and providing you with outstanding customer service.

Sincerely,

Shawn P. Eddy

Shawn P. Eddy, Sr. Director
Customer Engineering Developments

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CPS Energy at a Glance

CPS Energy is the nation's largest community-owned energy utility providing both natural gas and electric service. We serve more than 820,000 electric customers and 347,000 natural gas customers in and around San Antonio, the nation's seventh largest city. CPS Energy is the sole provider of electric services within its 1,566-square-mile service area, which includes Bexar County and portions of seven surrounding counties. CPS Energy, and its predecessors, have been providing natural gas services to customers in and around San Antonio since 1860. More information about CPS Energy can be found online at www.cpsenergy.com.

Customer Engineering Department

The Customer Engineering Department was created to assist customers with the installation of new electric and gas services or the remodel or removal of existing electric and gas services. The Department also assists customers with the installation of [All-Night Security Lights \(ANSLs\)](#).

The Customer Engineering Department currently operates two full-service office locations:

- [17281 N. Green Mountain Road, San Antonio, Texas 78247](#)
- [7814 S. Zarzamora, Building #3, San Antonio, Texas 78224](#)

Customers may contact Customer Engineering by phone at [\(210\) 353-4050](tel:2103534050) between 7:30a.m.-4:00p.m, Monday through Friday and may leave a message after-hours to receive a response the next business day.

Customers that are not completely satisfied with the service they have received also have the option to contact us 24/7/365 at [\(210\) 353-4001](tel:2103534001) to have their call immediately forwarded to a Customer Engineering Executive.

In addition to receiving an email requesting post-project feedback, customers may provide us with general feedback at any time through our online survey at <https://www.surveymonkey.com/r/6R8DPFR>.

Utility Preliminary Planning Review (UPPR) Meeting

Large Commercial customers are encouraged to take advantage of the opportunity to schedule a Utility Preliminary Plan Review for their project which is provided at no cost to customers. UPPR meetings provide customers with the opportunity to meet with CPS Energy staff to discuss the provision of electric and gas utilities related to future development projects. The meeting process is comparable to the preliminary development plan review meetings offered by the City of San Antonio, but focuses on the provision of electric and gas service to the project. This meeting will assist the owner and design team to identify items that need to be addressed or modified prior to submitting a complete work request application to CPS Energy. It is recommended that, prior to the meeting, the applicant provide a site plan, conceptual elevations, photographs, survey, and estimated electric and gas loads. To schedule a UPPR, submit a [UPPR Request Form](#) via email to UPPR@cpsenergy.com. For any questions regarding the scheduling of a Utility Preliminary Plan Review (UPPR) meeting process, please contact Kenneth Gunn at [\(210\) 353-2615](tel:2103532615).

How to Initiate a Large Commercial Project

Customers may submit work request applications via the [Customer Web Portal](#) or download a pdf version of the Large Commercial application on the [Customer Engineering webpage](#) and email it to ce@cpsenergy.com. Customers may receive assistance with the Customer Web Portal by phone at [\(210\) 353-2450](tel:210-353-2450) or by email at csiwebaccess@cpsenergy.com.

A Large Commercial Application should include the following attachments which can be uploaded into the Customer Web Portal or attached to the emailed application:

- ✓ Customer Environmental Requirements Checklist (attached)
- ✓ Load Sheet – Signed & Sealed if design drawings are not yet at 100% submittal (attached)
- ✓ Utility Site Plan – Signed & Sealed (CAD & PDF files)
- ✓ Electric Meter Loop Drawing – Signed & Sealed if required by Electric Service Standards, Section 90.3.2 (PDF file)
- ✓ Electric One-Line Diagram – Signed & Sealed (PDF file)
- ✓ Gas Appliance/Plumbing Schedule – Signed & Sealed (PDF file)
- ✓ Gas Site One-Line Diagram – Signed & Sealed (PDF file and GIS Shape file)
- ✓ Trench/Electric Primary Ductbank Acknowledgment Form (attached)
- ✓ Motor Load Form (will be provided to customer if project includes motors of 100 hp or larger)

Due to the complexity of large commercial projects, applicants should allow for a total of **five (5) business days** for the application to be received, reviewed and assigned to a Coordinator. The application will be reviewed by a Customer Intake Clerk for completeness within two (2) business days of either submittal by email or through a query of the Customer Web Portal and the applicant will be contacted to either request additional information or confirm that a complete application has been received. Please allow for an additional two (2) business days for complete applications to then be forwarded to the Project Manager for load diversification and assignment to an Industrial Design Coordinator or Engineering Associate (either referred to as “Coordinator” going forward). Within one (1) business day, the assigned Coordinator will contact the applicant and schedule a pre-design meeting to discuss the project in more detail.

Project Status

In addition to the [Customer Web Portal](#), Multi-Family Developers may check the status of their pending projects anytime by referencing the [Public Project Status Page](#). This page does not require a login and is also accessible from the [Customer Engineering webpage](#).

Pad-mounted vs. Overhead Transformers

Commercial customers determined to have a diversified electric load of 300 KVA or larger will qualify for a pad-mounted transformer. Customers with a diversified electric load of less than 300 KVA will typically be served with overhead transformers. Unless they are requesting dual feed or capacity that exceeds their diversified electric load, commercial customers are not charged for electric transformers. Customers who do not qualify for a pad-mounted transformer may request to install a pad-mounted transformer if they agree to pay the difference in cost between an overhead and pad-mounted transformer. Commercial customers that either qualify for a pad-mounted transformer, or agree to pay the difference, will be served by the Large Commercial Developments Section. All other commercial customers will be served by the Commercial Services Section.

Trenching and Electric Infrastructure

Large commercial customers are responsible for both the cost and actual construction of all underground electric ductbanks and transformer pads. All such infrastructure shall be constructed in accordance with CPS Energy’s specifications and pass CPS Energy inspection. The customer shall further guarantee the integrity of the ductbank until CPS Energy has completed the installation of all cables. Customers that have the option to choose between being served by either overhead or pad-mounted transformers should consider that while the CPS Energy invoice cost could be lower for pad-mounted transformers, the overall customer costs for the project may be higher after the customer includes the cost associated with constructing the ductbanks and transformer pads required to provide pad-mounted electric service. CPS Energy staff can provide the customer with estimates of CPS Energy costs to provide electric service, but is unable to provide estimates of customer costs to construct ductbanks or transformer pads. If the customer intends to have telecommunications companies also occupy the same trench, it must be coordinated with CPS Energy as part of the design; so that adequate coverage and separation are maintained. CPS Energy is the only gas or electric provider that may occupy the trench. Any deviation from this requirement must be pre-approved in writing by CPS Energy. If non-approved facilities are placed in the trench, the customer will be required to remove the facilities at their own cost.

Project Duration

Customers should anticipate approximately **8 weeks (40 business days)** for the design of a large commercial project. Please note that this duration not only includes the time that it takes to design the electric infrastructure, but also to secure all required locates, permits and approvals required for the construction of the project. Please note that the customer is responsible for the costs of any such permits or approvals required for the project. The duration of construction will largely depend on the scope of the project and the timely completion of customer tasks related to construction. Projects that require longer line extensions, switchgears, or engineered poles may require longer durations. Customer should anticipate approximately **3 weeks (15 business days)** for CPS Energy to install underground infrastructure after the pad and duct bank pass inspection and the overhead work is complete. The Coordinator will work with the customer to develop a shared project schedule which will include agreed-upon estimated durations for each CPS Energy and customer project task. All customer contacts provided to CPS Energy will receive automatic notifications of key milestones over the course of the project.

The following table outlines the typical process and durations for a typical large commercial electric service:

Simplified Process Steps	Typical Duration
Customer submits complete application and project is assigned to Coordinator	5 business days
CPSE designs OH and UG line extensions (including manhole if required)	40 business days
CPSE provides approved UG design to customer and customer pays invoice	5 business days
Customer construction of UG work per design/CPSE construction of OH work	TBD
Upon inspection of ductbank/pad, CPSE sets transformer and pulls UG cable	15 business days
Upon permit release by AHJ, CPSE sets meter and energizes electric service	6 business days

Easements

Large Commercial customers will be required to provide easements to accommodate CPS Energy overhead or underground primary electric line extensions or gas main extensions. Third-party easements

that involve the placement of CPS Energy infrastructure on property other than the public right-of-way or the customer's property are required to be submitted prior to the start of CPS Energy construction. Easements for infrastructure on customer property may be provided after CPS Energy infrastructure is constructed on customer property so that customer *metes and bounds* measurements are only required to be taken once after the actual infrastructure has been installed. It is important to note that the electric service will not be energized until the easement has been approved by CPS Energy and executed by the customer. Easements may be dedicated by plat or instrument. The CPS Energy Right-of-Way Department can create easement instruments on behalf of the customer based on metes and bounds provided by a registered professional land surveyor and approved by CPS Energy. Questions regarding easements related to large commercial projects should be directed to the customer's assigned Coordinator.

Invoice and Allowances

The Coordinator will typically provide the Customer with an invoice for the cost of the project along with the completed electric or gas design. Customers are encouraged to remit payment within **5 business days** to avoid any schedule delays. Please note that any invoice not paid within **90 calendar days** is void and will need to be reissued based on current pricing.

Customers are encouraged to remit payment online by [e-check](#) or in person at any of the CPS Energy Customer Service Centers:

- Southside Customer Service Center, [660 SW Military Dr. Ste. X, San Antonio TX 78221](#)
- Westside Customer Service Center, [803 Castrovilla Rd. Ste. 406, San Antonio TX 78237](#)
- Northside Customer Service Center, [7000 San Pedro, San Antonio TX 78216](#)
- Eastside Customer Service Center, [4525 Rigsby Ave, Ste. 112, San Antonio TX 78222](#)

Non-residential customers installing new electric services are eligible for an allowance equivalent to **\$100.00 per kW of customer demand** as calculated by CPS Energy. This amount shall be deducted from the total estimated cost of the standard design facilities. CPS Energy does not provide an allowance for non-residential electric services. Electric allowances greater than the estimated construction costs are not credited to the customer and cannot be transferred between different projects for the same customer.

Non-residential customers installing new gas services are eligible for an allowance for both the gas main extension and the gas service. The gas service allowance for non-residential customers is equivalent to the cost for **100 linear feet of new gas service installation**. CPS Energy reserves the right to apply excess service length allowance towards the construction of a similarly sized gas main extension. The allowance for gas main extensions is calculated by CPS Energy to be the total MCF of new annual gas load multiplied by the per MCF allowance for the Gas Rate Class. More details on the allowance calculation for gas main extensions can be provided by your Coordinator. CPS Energy reserves the right to apply any excess allowance for a gas main extension towards the construction of the gas service line.

Property Staking

In an effort to reduce conflicts with other infrastructure or fixtures, CPS Energy requires the customer's engineer to stake designated pole locations, padmount transformers and easements per CPS Energy design, prior to construction. The Coordinator is responsible for the staking of CPS Energy infrastructure in public right-of-ways.

Construction Standards

CPS Energy has adopted specific standards for the construction of electric or gas services within the CPS Energy Service Area. [Electric Service Standards](#) are available on the CPS Energy website and are periodically updated to reflect evolving best industry standards. The CPS Energy Gas Delivery Business Unit has also adopted [Gas Service Standards](#) to provide Plumbers with specific guidance for installing gas services. Please note that all required permits and inspections required by any Authority Having Jurisdiction (AHJ) must be completed and released to CPS Energy prior to the electric and/or gas meter being set. CPS Energy has worked with the City of San Antonio to create a [checklist](#) of trade permits and inspections that must be satisfied in order for COSA permits to be released to CPS Energy.

Inspections

For overhead to underground service and pad-mounted transformer installation, commercial customers are responsible for the construction of both the transformer pad and ductbank per CPS Energy specifications. To ensure that the construction meets CPS Energy specifications, customers are required to call [\(210\) 353-3373](tel:210-353-3373) to request CPS Energy inspections for both the transformer slab and the ductbank when concrete forms and conduits are installed, but prior to pouring concrete. Customers are required to request a second inspection after the concrete is poured. Customers are asked to provide **24-hour notice** for each inspection. It is important to note that CPS Energy cannot install pad-mounted transformers until the concrete pad has cured for at least **72 hours**.

CPS Energy plans to develop and provide customer with a method for customers to schedule inspections online.

Site Ready Checklist

Customers are asked to meet all of the following conditions prior to the commencement of CPS Energy construction:

- ✓ payment is remitted;
- ✓ third-party easements provided;
- ✓ necessary permits released;
- ✓ inspections approved;
- ✓ infrastructure is properly staked;
- ✓ address clearly posted;
- ✓ site within 6 inches of final grade, cleared of debris and accessible to CPS Energy construction crews;
- ✓ trees trimmed to provide at least 10 feet of radial clearance around above ground electric and gas facilities;
- ✓ meter loop built and completed; and
- ✓ conduits and power cables on the load side of the meter can installed.

The remainder of this customer guide is dedicated to providing large commercial customers with more details related to specific work request types. Customers are encouraged to review the process with their Coordinator if they should have any questions or concerns regarding the outlined processes.

New Large Commercial Electric Service with Line Extension (Riser to Pad)

Riser to pad is the most common type of electric service provided to a large commercial customer. It typically consists of a primary overhead (“OH”) electric line extension to a riser pole, where the primary line “risers down” to an underground (“UG”) ductbank. The primary line is then extended underground to a padmount transformer. As previously mentioned, customers are responsible for the construction of the underground ductbanks per CPS Energy design. A single service lateral is then extended from the secondary side of the transformer to the customer’s service equipment. On standard padmount transformer installations, the customer also furnishes and installs the secondary cables, compression-type lugs and conduits between the secondary compartment of the transformer and customer’s service equipment. In cases where the customer’s secondary load conductors outnumber the terminations available in the transformer, the customer will furnish and install a tap box that meets CPS Energy specifications outlined in the [Electric Service Standards](#).

New Large Commercial Electric Service with Underground Loop

Some large commercial customers are able to be served from an underground primary electric loop. Underground loops offer customers improved reliability over a standard radial feed by providing additional redundancy to prevent loss of power in case of a failure. CPS Energy will typically install an underground loop whenever a large commercial development requires more than one padmount transformer. Underground loops will typically have a riser pole at each end of the loop and a customer-provided manhole. Customers on an underground loop have the advantage of being served from either end of the loop if there is ever a fault or other failure in any portion of the loop.

New Large Commercial Electric Service in Downtown Network

CPS Energy provides electric service to the majority of the San Antonio Central Business District from its underground Downtown Network System. This system is a highly reliable redundant circuit design with a paralleled secondary grid. There are two types of services provided to customers within the Downtown Network: secondary grid service or transformer vault/room service. Customers with demand loads less than or equal to 300 kVA will typically be served from the secondary grid, while customers with larger loads will be served from a transformer room or vault. Transformer vaults and rooms have very specific specifications that must be met. Customers are responsible for the furnishing and installation of the service lateral conduits, per CPS Energy specifications, from the manhole to vault to the customer’s premises.

Temporary Electric Service

CPS Energy will supply power for a temporary service that is to be used for construction power, provided that an approved structure with a meter loop is installed by the customer and meets all requirements of the authority having jurisdiction (AHJ). The specifications for the temporary meter loop structure is outlined in the [Electric Service Standards](#).

Overhead to Underground Conversion

While CPS Energy does operate some underground networks (such as the Downtown Network), the great majority of the service area is served overhead. However, customers may request to convert existing overhead primary lines to underground ductbanks to improve reliability and enhance the overall aesthetic value of the property. The cost for such conversions are the responsibility of the customer. Customers

interested in conversion of overhead to underground distribution lines may request estimates for such work.

New Large Commercial Electric Service (Primary Voltage Service)

CPS Energy can provide both overhead and underground primary voltage service to large commercial customers that require it. Standard overhead primary voltage service typically consists of a four-wire wye, three-phase voltage source supplied from a distribution circuit to primary meter pole installed on the customer's premises. The load-side of primary current transformer (CT) bushing shall be considered the point of delivery. Primary voltage underground service is typically supplied to an underground primary metering cabinet or dedicated primary metering compartment within a customer-furnished and maintained switchgear. The customer is responsible for furnishing and installing the primary voltage ductbank, per CPS Energy specifications, and the slab for the primary metering cabinet. Primary metering equipment may either be installed in the transformer secondary compartment (4 kV only), in the primary metering cabinet, or in the customer's primary switchgear.

New Large Commercial Gas Service with Gas Main Extension

CPS Energy is a provider of natural gas in the San Antonio area and offers excellent service and competitive pricing to meet the gas needs of our large commercial customers. The CPS Energy gas distribution system is growing each year and there are plans to further expand the system over the next several years. Customers are strongly encouraged to request an estimate to extend gas service to their project, even if there is not currently a gas main in close vicinity of the project. If CPS Energy already has plans to expand the gas system into the area, or there is significant development occurring in the area, we may be able to offer an allowance for the extension of a gas main into the area. Additionally, all requests for electric and gas services will be coordinated through the same Coordinator to improve the coordination of these efforts.

Remodel or Removal of Existing Electric or Gas Infrastructure

Large commercial customers may request a remodel of their existing large commercial electric or gas services. The customer is generally responsible for the cost to relocate any existing infrastructure, but there is typically no cost to the customer for service upgrades. Customers may also request the removal of existing electric or gas infrastructure from their property. There is typically no charge for the removal of electric and gas services. However, the customer may incur charges for the removal of electric primary lines depending on the age of the infrastructure.

If the customer is requesting to remove overhead poles that also have other telecommunications providers on the poles, the Coordinator will assist the customer with the removal of these Attaching Entities. The Coordinator can utilize the internal Pole Attachment Dashboard to identify them for the customer. The customer is encouraged to contact the Attaching Entities directly to coordinate the removal of the pole attachments. However, upon completion of the design, the Coordinator will provide the identified Attaching Entities with initial notice of the removal work and completion timelines. Once CPS Energy has removed the electric lines from the poles, the Coordinator will contact the Attaching Entities and provide them with a 30 day notice to remove their attachments from the poles. CPSE Resource Management is copied on the notice and enters the request into the National Joint Utilities Notification System (NJUNS). If the attachments are not removed from the poles within the allotted 30-

day period, then the Coordinator will notify CPSE Pole Attachment Services for assistance in coordinating the prompt removal of the attachments.

Installation of All-Night Security Lights (ANSLS)

CPS Energy offers customers All-Night Security Lights (“ANSLS”) for both residential and commercial developments. ANSLs are generally private lighting installed by CPS Energy on private property owned by customers. They can be served by either overhead or underground distribution. Customers who request ANSLs are asked to sign a contract which provides for monthly billing for ANSL equipment. Customers interested in the installation of ANSLs should complete the [request form](#) to request a survey of their property for ANSL installation. The request form webpage also includes all current monthly pricing for ANSL equipment.

Electric Dual Feed

Some large commercial customers with critical power needs request to have dual feeds. Many customers need fully redundant systems with two separate feeds, two transformers (each capable of carrying full load), with automatic throw-over (ATO) switchgears. Because our standard service is one circuit and one transformer, any additional equipment must be paid for by the customer. There will also be additional monthly charges to cover ongoing maintenance of the extra facilities as well as reserved capacity on the second circuit.