Large Commercial (Industrial) Development Process

1. Customer submits application with all required attachments electronically to ce@cpsenergy.com or hardcopy at either of the following office locations:
    - 17281 N. Green Mountain Rd., San Antonio, Texas 78247
    - 7814 S. Zarzamora, Bldg. 3, San Antonio, Texas 78224
2. Information Development Specialist (IDS) contacts Customer to acknowledge receipt of application package and requests any missing information. Application must include:
    - Completed application,
    - Electric/Gas Utility Site Plan
    - Electric/Gas One-Line Diagram
    - Completed Distributed Generator Form
    - Motor Load Form
    - Meter Loop One-line Diagram
    - Electric/Gas Load Form
    - Electric/Gas Load Summary
    - Environmental Forms
    - Plumbing Schedule
    - School Gas Form (if applicable)
3. IDS processes completed application package and forwards to the appropriate CPS Energy Design Section. IDS can inform the Customer the application process has been forwarded to the Large Commercial area and they should be contacted within two to three business days.
4. Designer contacts Customer within **2 business days** to discuss any missing items, work request, provide contact information, share the standard durations for design and construction will be defined one the predesign is complete, and schedule a preliminary design meeting, if necessary. The Designer should inform the Customer of any easement required and give the Customer the contact information of the Right–of–Way (ROW) agents. If easement is required the Designer should inform the Customer that construction is dependent on the suppling of the easement.
5. Customer provides any easements or any additional information required by CPS Energy. The easement information is submitted to ROW for review and approval.
6. Customers should anticipate approximately **8 weeks (40 business days)** for large commercial work requests, after the predesign is completed. Work request that require longer line extensions, switchgears, or engineered poles may require longer durations. The Designer will provide the standard construction durations which vary based on the type of work request(s).
7. Designer provides Customer with the design of the requested work request along with the invoice. The invoice should be paid within **5 business days** to avoid an extension of the requested completion date. Invoices not paid within **90 calendar days** are void and will need to be recalculated.
8. Customer remits payment:

    - in person at any of the Customer Service Centers:

        Southside Customer Service Center, 660 SW Military Dr. Ste. X, San Antonio TX 78221

        Westside Customer Service Center, 803 Castroville 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

- electronically via Automated Clearing House (ACH), by request.

9. Customer is responsible for the staking of designated pole locations, padmount transformers and easements per CPS Energy design.
10. For overhead to underground service and pad mount transformer installation, Customer constructs both the transformer pad and duct bank per CPS Energy specifications. Customer calls (210) 353-3373 to request CPS Energy inspections for both the transformer slab and the duct bank when concrete forms and conduits are installed, but prior to pouring concrete. Customer requests a second inspection after concrete is poured. Customer provides 24-hour notice for each inspection. CPS Energy cannot install transformer until concrete pad has cured for at least **72 hours**.
11. Customer should anticipate approximately **3 weeks (15 business days)** to install underground infrastructure after the pad and duct bank pass inspection and the overhead work is complete.
12. CPS Energy will commence construction only after the following conditions are met:
    - ✓ payment is remitted;
    - ✓ easements provided (unless otherwise agreed);
    - ✓ 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.