

ELECTRIC & GAS INFRASTRUCTURE

DEVELOPER GUIDE

RESIDENTIAL DEVELOPMENT



MESSAGE FROM THE SENIOR DIRECTOR

Dear Residential Developer,

Whether you are an established CPS Energy customer or new to our service area, it is my privilege to present to you this Developer 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 developer experience.

The purpose of this developer guide is to provide you and your representatives with valuable information for requesting electric and gas services for your residential 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 Designer.

Upon receipt of your application, your project will be assigned to a Designer 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 developers with the installation of [All-Night Security Lights \(ANSLS\)](#).

The Customer Engineering Department currently operates two full-service office locations (the Residential Team is currently located only at the Green Mountain location):

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

Developers may contact Customer Engineering by phone at [\(210\) 353-4050](tel:(210)353-4050) 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.

Developers 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:(210)353-4001) to have their call immediately forwarded to a Customer Engineering Executive.

In addition to receiving an email requesting post-project feedback, developers 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

Residential Developers 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 developers. UPPR meetings provide developers 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:(210)353-2615).

How to Initiate a Residential Development Project

Developers may submit work request applications via the [Customer Web Portal](#) or download a pdf version of the Residential Development application on the [Customer Engineering webpage](#) and email it to subdivision@cpsenergy.com. Developers 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 Residential Development Application should include the following attachments which can be uploaded into the Developer Web Portal or attached to the emailed application:

- ✓ Customer Environmental Requirements Checklist
- ✓ Utility Plan (PDF file)
- ✓ Subdivision Plat (PDF file)
- ✓ Subdivision Plat with Easements Identified (CAD file)
- ✓ Streetlight Authorization Letter from Municipality (as applicable)

For subdivisions within the City of San Antonio (COSA), the design will be based on the utility plan, which shall include the number and type of streetlights preliminarily approved by COSA. Once the Developer Contract between the City of San Antonio Development Services Department (DSD) and the developer is paid in full, DSD will issue the authorization letter to CPS Energy. Upon receipt of the authorization letter by CPS Energy and all other requirements, the streetlights will be scheduled for installation.

Due to the complexity of Residential Development projects, applicants should allow for a total of **five (5) business days** for the application to be received, reviewed and assigned to a Designer. Within two (2) business days, the application will be reviewed by a Clerk for completeness and a copy of the digital plat will be routed to Landbase Services for inspection. Please allow an additional business day for this review to be completed and the applicant to be contacted to either request additional information or confirm that a complete application has been received. Once the application is deemed complete, the developer will be contacted by the assigned Designer within two (2) business days to schedule a pre-design meeting to discuss the project in more detail.

Project Status

In addition to the [Customer Web Portal](#), Residential 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](#).

Easements

Residential Developers will be required to provide easements to accommodate CPS Energy overhead or underground primary electric line extensions or gas main extensions. Residential Development easements are typically dedicated by plat and are required to be submitted prior to the start of CPS Energy design.

Project Duration

Developers should anticipate approximately **16 weeks (80 business days)** for the design of a Residential Development 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 developer is responsible for the costs of any such permits

or approvals required for the project. The installation of electric and gas infrastructure for subdivisions has a 30 business day duration but is currently averaging 23 business days. All developer 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 Residential Development project:

Simplified Process Steps	Typical Duration
Developer submits complete application and project is assigned to Designer	5 business days
CPSE Design of Residential Development electric and gas infrastructure	55 business days
Developer executes contract and pays invoice for requested infrastructure work	5 business days
Developer passes site inspection and a pre-construction meeting is held at site	5 business days
Project is released to construction and materials are released to contractor	10 business days
Installation of all electric and gas infrastructure is completed	30 business days

Invoice and Allowances

The Designer will provide the Developer with a contract and an invoice for the cost of the project. Residential Developers are provided with allowances of **\$767 per residential unit** and **\$850 per residential unit** if gas is being provided. Developers are encouraged to execute the contract and 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.

Developers 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](#)

Property Staking

In an effort to reduce conflicts with other infrastructure or fixtures, CPS Energy requires the developer's engineer to stake designated pole locations, transformers, streetlights and easements per CPS Energy design, prior to construction.

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.

Site Ready Checklist

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

- ✓ The Developer must survey and complete required staking for CPS Energy Installed projects, and streetlight stakes shall indicate final grade within 6 inches
- ✓ Riser locations should be cleared and accessible
- ✓ Basic grade within approximately 6" of final grade – excluding spoil piles (CPS Install only)
- ✓ No trees, brush, or other obstructions in CPS Energy easements/routes (CPS Install only)
- ✓ Street crossing sleeves must be installed and marked on each end of street (CPS Install only)
- ✓ Water and sewer should be installed to at least 100% complete (CPS Install only)
- ✓ No potential issues with notch-outs and bluffs

The remainder of this developer guide is dedicated to providing Residential Development developers with more details related to specific work request types. Developers are encouraged to review the process with their Designer if they should have any questions or concerns regarding the outlined processes.

Overhead to Underground Conversion

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

New Residential Development 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 Residential Developers. The CPS Energy gas distribution system is growing each year and there are plans to further expand the system over the next several years. Developers 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 Designer to improve the coordination of these efforts.

Removal of Existing Electric or Gas Infrastructure

Residential Developers may request the removal of existing electric or gas infrastructure from their property.

If the developer is requesting to remove overhead poles that also have other telecommunications providers on the poles, the Designer will assist the developer with the removal of these Attaching Entities. The Designer can utilize the internal Pole Attachment Dashboard to identify them for the developer. The developer is encouraged to contact the Attaching Entities directly to coordinate the removal of the pole attachments. However, upon completion of the design, the Designer 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 Designer 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 Designer will notify CPSE Pole Attachment Services for assistance in coordinating the prompt removal of the attachments.