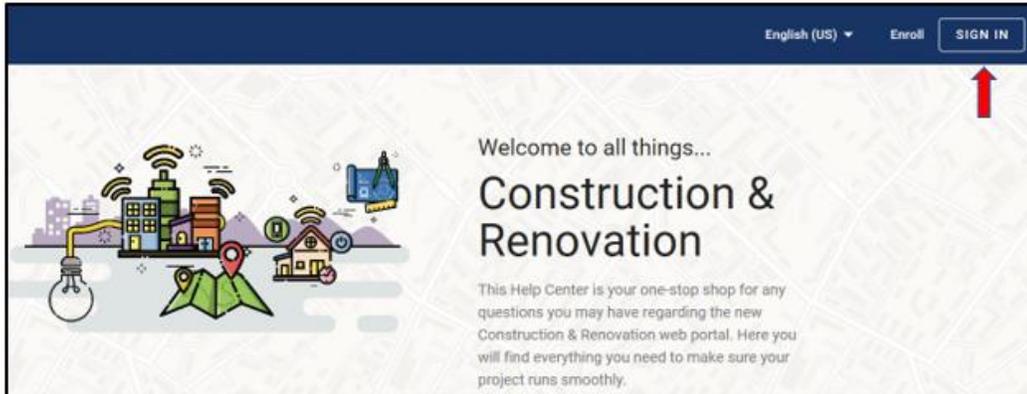


# REQUEST NEW ADDRESS

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.



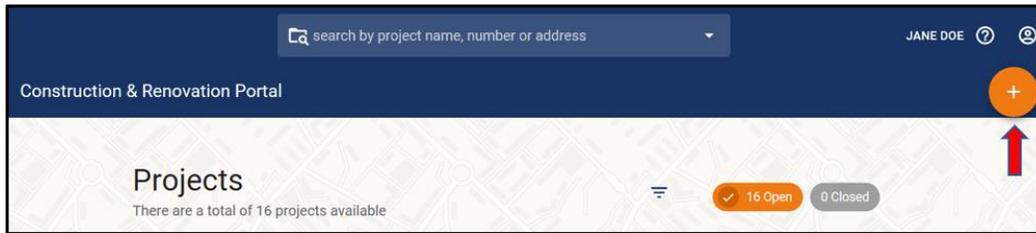
4. Enter your **Account ID** and click **NEXT**.

A screenshot of the CPS Energy 'Sign in' page. The page features the CPS Energy logo at the top, followed by the text 'Sign in' and 'Use your CPS Energy Account ID'. Below this is a text input field with the placeholder text 'Enter your Account ID', which is highlighted with a red border. Underneath the input field is a link that says 'Forgot your account ID?'. At the bottom of the page, there are two buttons: 'Enroll' and 'NEXT'. A red arrow points to the 'NEXT' button. The page also includes a language dropdown menu set to 'English (US)' and a 'Help' link.

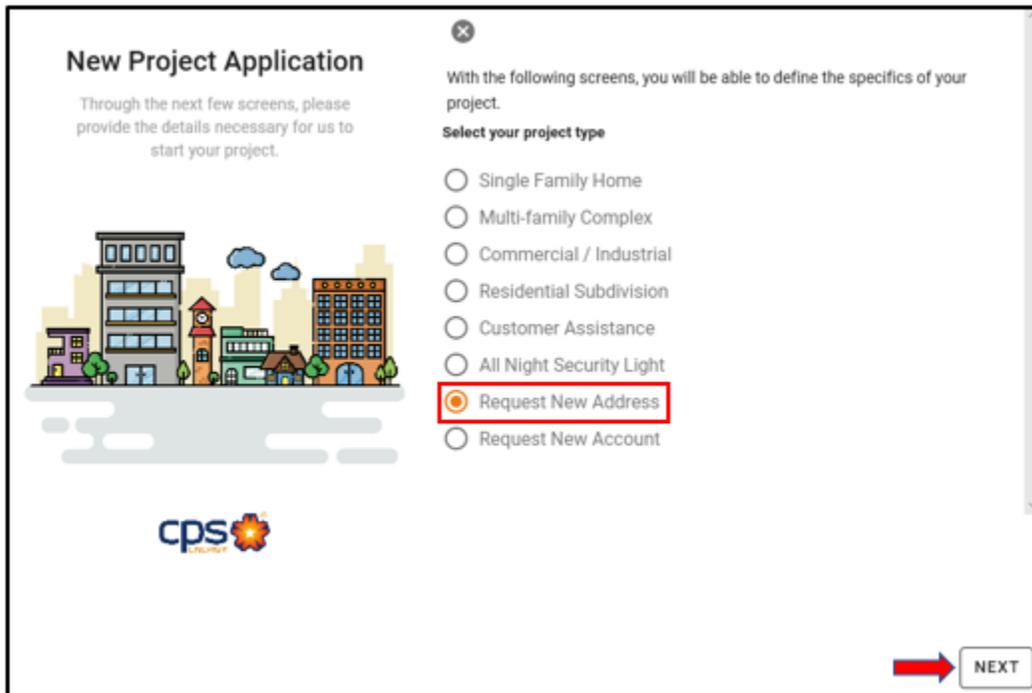
5. Enter your **password** and click **NEXT**.

A screenshot of the CPS Energy password entry page. The page features the CPS Energy logo at the top, followed by the text 'Hi JANE DOE' and an email address 'MIALE.JANDRO@CPSENERGY.COM' in a dropdown menu. Below this is a password input field with the placeholder text 'Enter your password', which is highlighted with a red border. Underneath the input field is a link that says 'Forgot password?'. At the bottom of the page, there are two buttons: 'BACK' and 'NEXT'. A red arrow points to the 'NEXT' button. The page also includes a language dropdown menu set to 'English (US)' and a 'Help' link.

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



7. Select **Request New Address** as your project type.



8. This screen will allow you to enter a new project address. Enter all required fields (only Apt/Unit/Bldg# is optional). Please check this link for guidelines: ([General Addressing Information](#)) and enter information carefully. You will need to **Scroll**. When your information is entered correctly, click **NEXT**.

✕

If you are building a new development and your address is not found in our system yet, you can request for the new address to be added.

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.

[General Addressing Information](#)

Please ensure the information is accurate.

Street number \* Street name \*

Street # is required 0 / 10 Street name is required

Apt/Unit/Bldg# City \*

City is required

Zip code \* Phone Number \*

Zip code is required Contact Phone is required

Email Address \*

Contact Email is required

**Select the appropriate work type for this request.**

Temporary Work Request

Permanent Work Request

Both Temporary and Permanent Work Request

Work Type is required

BACK  NEXT

9. Click **SUBMIT** on the **Project Details** page for your new project.

 **Project Details**

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

<b>General Information</b> Project Type: Address Create Request	<b>Address Information</b> 145 Navarro San Antonio, TX 78205 (Permanent / Temporary) (Electric / Gas)
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PLEASE NOTE: The address creation 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, impacting the response timeline.

Click the complete button to create the project.

