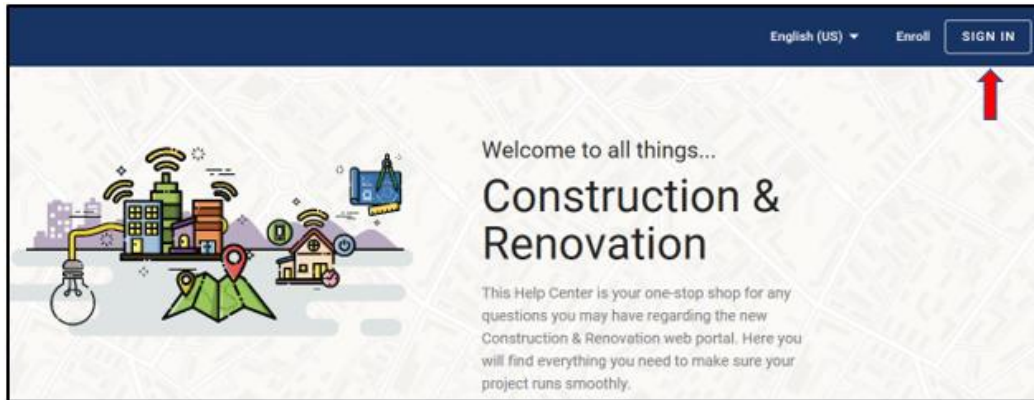


REQUEST A COMMERCIAL INDUSTRIAL PROJECT

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 **Username** and click **NEXT**.

A screenshot of the Construction & Renovation Portal sign-in page. The page has a white background with the CPS Energy logo at the top. The text reads: 'Construction & Renovation Portal', 'Sign in', '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 field is a language dropdown menu set to 'English (US)' and a 'Help' button. At the bottom, there are links for '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**.

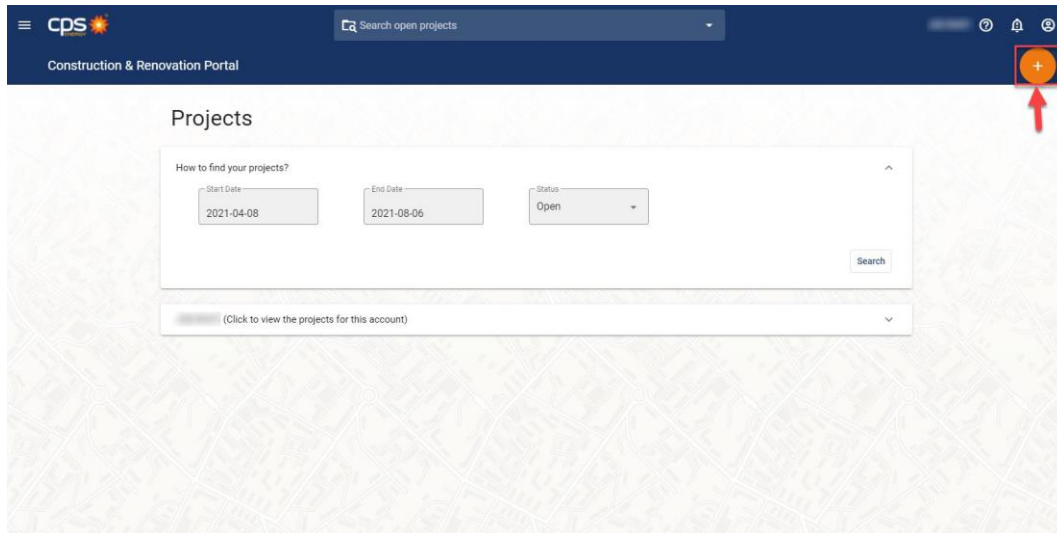
A screenshot of the Construction & Renovation Portal password entry page. The page has a white background with the CPS Energy logo at the top. The text reads: 'Construction & Renovation Portal', 'Hi [redacted]'. There is a text input field labeled 'Enter your password'. To the right of the field is a 'Forgot password?' link. Below the field are 'BACK' and 'NEXT' buttons.

6. If your company uses a shared account, please search your Project listing page by project name, number or address before proceeding with a new application for a site. This will prevent order duplication and delays in processing.

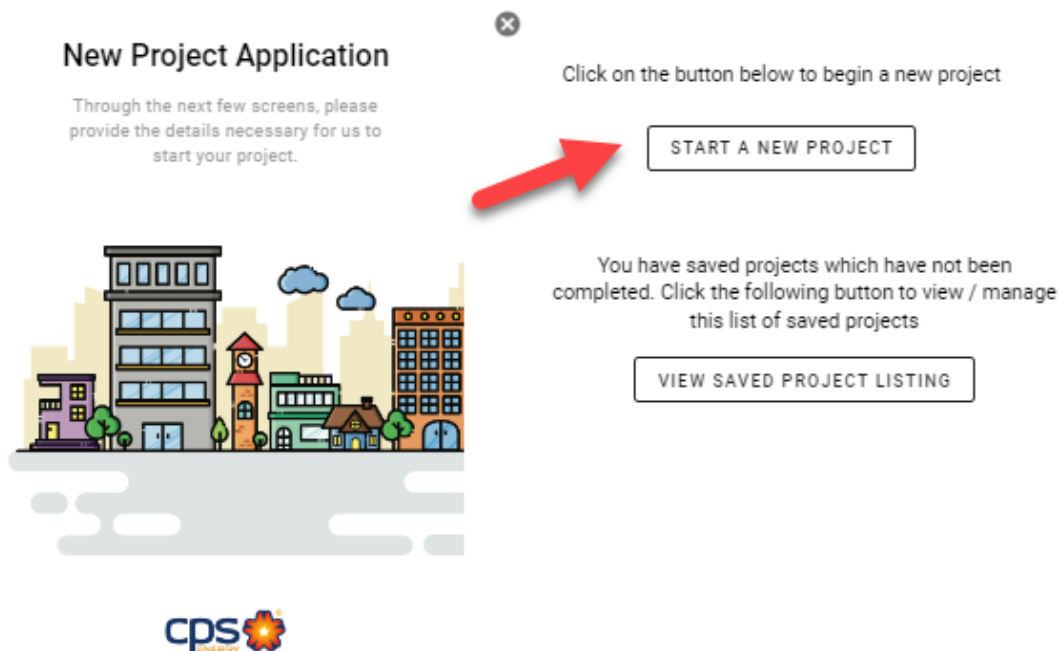


Please note: The Start Date on the Projects page automatically defaults to 120 days before the current date and will need to be adjusted to locate older projects.

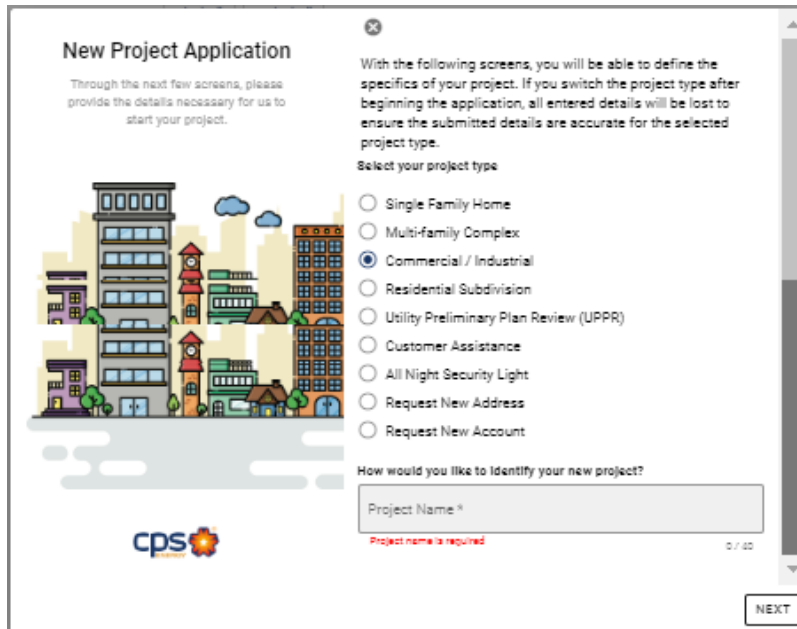
7. Click the **orange plus sign (+)** in the upper right corner to add a new project.



8. Select Start A New Project



9. In the New Project Application view, select the **Commercial/Industrial** option, enter Project Name and then click on NEXT.

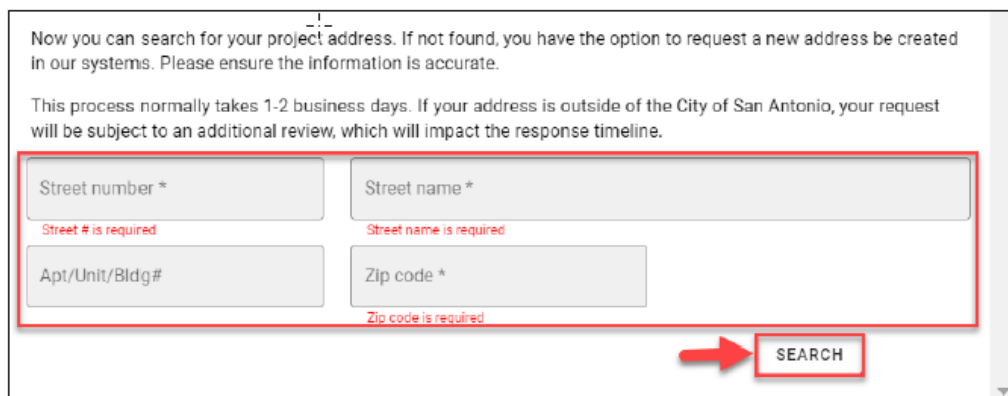


Please Note: We suggest entering the street address as a project name.

10. Search for an existing address in our database. Enter **Street number**, **Street name**, and **approved USPS Zip code** (required). Click **SEARCH** to query.



Please Note: We suggest you do not enter a street suffix or abbreviation. Entering fewer characters will return more results.



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

Please note: You can now enter one order for temporary and permanent services.

Example of when the standard address is selected for permanent OR combined permanent AND temporary service needs:

Example of temporary address selection.

Please note that if a temporary address is selected, a #T will automatically appear in the Apt/Unit/Bldg field.

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 *

502

Street name *

LEW PASS

Apt/Unit/Bldg *

#T

Zip code *

78221

☐ Request address creation?

SEARCH

[General Addressing Information](#)

502

SAN ANTONIO 78221

(TEMP) 502 SAN ANTONIO 78221

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

BACK

NEXT

If the address you require is not returned in the query results, carefully review the address you entered, to ensure accuracy, then click the Request address creation checkbox. **If requesting an address be created for temporary services**, please add “#T” to the **Apt/Unit/Bldg#** field. Enter the City (required), then click **NEXT**.

New Project Application

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

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.

Street number * 123

Street name * ANY STREET

Apt/Unit/Bldg# #T

City *

Zip code * 78201

☒ Request address creation?

[General Addressing Information](#)

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

123 ANY STREET SAN ANTONIO 78201-6348

123 ANY STREET #2 SAN ANTONIO 78201-5626

BACK NEXT

12. Select your service type and select your installation type. This screen will vary, depending on the kind(s) of service at the address. Choose the appropriate options, paying attention to those which are **Required**. Click **NEXT**.

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

☐ GAS FURNACE

☐ HOT TUB

☐ WATER HEATER

☐ DRYER

☐ GRILL

☐ OVEN

☐ FIREPLACE

☐ HEATER

☐ POOL

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

BACK NEXT

13. Select which type of services you will be managing at this address, as well as the installation type. If **Gas** or **Both electric and gas** is selected, a list of gas options is displayed. Click to check all which apply. Click **NEXT**.

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

☐ GAS FURNACE

☐ HOT TUB

☐ WATER HEATER

☒ DRYER

☒ GRILL

☒ OVEN


☐ FIREPLACE

☒ HEATER

☐ POOL

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

BACK



NEXT

14. Enter values for all required fields and any other pertinent fields. You may need to scroll. Select Temporary electric meter at this time, if needed. Click next.

✕

Additional Commercial Service Details

What is the service voltage?

☐ 1-phase - 120/240V

☐ 3-phase - 208/120V

☐ 3-phase - 480/277V

☐ Primary Metering

☐ 4KV

☐ Other

Service Voltage is required

What date would you like electric and/or gas service to start? *

Requested Start Date *

Requested Start Date is required

Will installation be overhead or underground?

☐ Overhead

☐ Underground

Have you already had a preliminary meeting with CP&E Energy?

☐ Yes

☐ No

Will you require temporary electric service?

☐ No

☐ Yes

Please provide additional details to help us process your request.

Additional details...

What is the amperage of your service?

Service Amperage *

Service Amps are required

* Please note that your service start date will depend on the complexity of your project and the completion of your responsibilities.

Is there infrastructure requiring removal or relocation?

☐ Yes

☐ No

Describe the trenching soil conditions.

☐ Rock


☐ Hard Rock

☐ Dirt

☐ Soil

Soil Condition is required

BACK



NEXT

15. Select (click) the billing account (a green checkmark will appear in the upper, left-hand corner of the selected account), or request a new account to use for this project and click Next.



Please note: **If the billing account you wish to use is not listed on this page, STOP the current application entry and Request a New Account as a project type (step 9) and allow 24-48 hours for the data to be added to your portal account.** Requesting a new account during the application process will cause a project delay.

Select the billing account you would like to use for this project.

Select the billing account to use for this project.

☒ [Account Name]

☐ [Account Name]

☐ Request a new account

BACK NEXT

16. In the Project Contact & Billing Details, enter **Contact Name**, if you would like to receive project notifications, **Email Address**, **Contact Phone**, **Phone Type** and click on **NEXT**

Project Contact & Billing Details

Contact Name *

Contact Name is required 0 / 40

Would you like to receive project notifications? *

☐ Do not receive updates/status messages

☐ Receive updates/status messages

Please indicate if notifications will be used

Email Address *

Contact Phone *

Contact Phone is required 0 / 10

Phone Type *

BACK NEXT

17. In the Project Details view, select the **account you wish to assign the project to** and verify all the project information is correct, then click on **SUBMIT**.

Project Details

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

General Information

Project Type: Large Commercial Services

Address Information

14559 Navarro undefined, TX 78205 (Address Create Request)
(Permanent) (Electric / Gas)

Project Specifics

Name: Test Project
Requested Start Date: 03/20/2020
Service Voltage (3-phase - 208/120V)
Service Amperage: 5000
Underground
Infrastructure Remove/Relocate: Yes
Soil Condition: Hard Rock
Preliminary Meeting? Yes
Temp Services: No


Project Contact

Joe Smith
Test@g.com
Office: (210) 555-5555
Receive notifications? Yes

Billing Details

(New billing account was requested)
Tax Id: 2222222222
1234 Bill Ave Schertz, TX 78261

BACK

 SUBMIT

Note that Project Documentation may be required and can be uploaded at this time. 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 you 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.



 CLOSE

18. In the Project Details window, verify all your information is correct and log the Project number.

The screenshot shows the 'Project Details' window for a project named 'test'. The interface includes a top navigation bar with the CPS Energy logo and a search bar. The main content area is divided into several sections:

- PRIMARY ACTIVITIES:** A progress bar at the top shows the project status as 'Application Pending'. Below it, a list of activities includes 'Project Number #190029', 'Project Status Application Pending', and 'Customer Project requiring action'.
- GENERAL:** A section for 'GENERAL DETAILS FOR PROJECT' containing fields for 'Name' (test), 'Estimated completion' (09/02/2022), and 'Type' (Commercial Service - New). Below this is a section for 'Additional Service Selections' with checkboxes for 'Business Partner', 'Premise ID', 'Business Partner Name (I', 'Overhead or Underground (UG)', 'Service Voltage (1-phase - 120/240V)', 'Tax ID', 'Gas Service (Y)', and 'Electric Service (Y)'.
- RIGHT SIDEBAR:** Contains project address (502 SAN ANTONIO, TX 78221), CPS Energy logo, primary contact information (CPS Energy Primary Contact, (210) 353-4050, ce@cpsenergy.com), and sections for 'CONTRACTOR/ENGINEER ASSIGNMENTS' (No Contractors/Engineers Assigned) and 'PROJECT CONTACTS' (Add New (Click to expand)).

19. Click on TASKS to update information, upload documents in ATTACHMENTS and note the CPS Energy Contact information, if needed, for status or billing assistance. The contact information will be update when your Designer is assigned within the next 48 hours.

This screenshot is similar to the previous one but highlights the 'TASKS' and 'ATTACHMENTS' sections with red arrows. The 'TASKS' section shows a list of tasks for the project, including 'Provide Environmental Checklist and Documents' (in progress), 'Provide Electric / Gas Utility Site Plan' (not started), 'Provide Load Information Document' (not started), and 'Provide Meter Loop One-Line Diagram' (not started). Each task has a 'MARK COMPLETE' button. The 'ATTACHMENTS' section shows a list of attachments, including 'Environmental Requirements Checklist' (in progress), 'Load Information Sheet' (not started), and 'Meter Loop One-Line Diagram' (not started). Each attachment has a 'MARK COMPLETE' button. The 'RIGHT SIDEBAR' also shows the project address, CPS Energy logo, primary contact information, and sections for 'CONTRACTOR/ENGINEER ASSIGNMENTS' and 'PROJECT CONTACTS'.

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)