

REQUEST A MULTI-FAMILY 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.



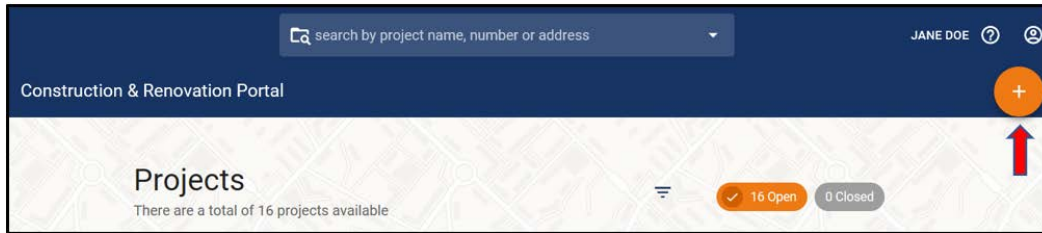
4. Enter your **Account ID** and click **NEXT**.

A screenshot of the CPS Energy Sign in page. The page has a white background. At the top is the CPS Energy logo. Below it, the text reads: 'Sign in' and 'Use your CPS Energy Account ID'. There is a text input field with the placeholder 'Enter your Account ID', which is highlighted with a red border. Below the input field is a link that says 'Forgot your account ID?'. At the bottom, there is an 'Enroll' link, a 'CANCEL' button, and a 'NEXT' button. A red arrow points to the 'NEXT' button. At the bottom left is 'English (US)' and at the bottom right is a 'Help' link.

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

A screenshot of the CPS Energy password entry page. The page has a white background. At the top is the CPS Energy logo. Below it, the text reads: 'Hi JANE DOE' and 'MIALE.JANDRO@CPSENERGY.COM'. There is a password input field with the placeholder 'Enter your password', which is highlighted with a red border. Below the input field is a link that says 'Forgot password?'. At the bottom, there is a 'BACK' button and a 'NEXT' button. A red arrow points to the 'NEXT' button. At the bottom left is 'English (US)' and at the bottom right is a 'Help' link.


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




7. Select **Multi-family Complex** as your project type.
8. Enter the **Project Name** (required) and click **Next**.


The image shows a "New Project Application" form. On the left side, there is a colorful illustration of a city skyline with various buildings. Below the illustration is the "cps ENERGY" logo. The main heading is "New Project Application". Below the heading, a paragraph reads: "Through the next few screens, please provide the details necessary for us to start your project." On the right side, there is a list of project types under the heading "Select your project type". The options are: "Single Family Home", "Multi-family Complex" (which is selected and highlighted with a red box), "Commercial / Industrial", "Residential Subdivision", "Customer Assistance", "All Night Security Light", "Request New Address", and "Request New Account". Below this list, there is a section titled "How would you like to identify your new project?". It contains a text input field labeled "Project Name *". Below the input field, there is a red error message that says "Project name is required". To the right of the input field, there is a character count "0 / 40". At the bottom right of the form, there is a red arrow pointing to a button labeled "NEXT".

9. 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**.



What type of services will you be manage at this address?

Select your service type * 

Select your installation type * 

☐ Electric

☒ Permanent

☐ Gas

☒ Both electric and gas

☒ COOKTOP

☒ DRYER

☐ FIREPLACE

☐ GAS FURNACE

☐ GRILL

☒ HEATER

☐ HOT TUB


☐ OVEN

☐ POOL

☐ WATER HEATER

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

BACK

 NEXT

10. Type in the additional details related to your project, including your **Site Ready Date**, **Requested Start Date**, voltage, trenching, etc. (You'll need to scroll). Click **NEXT**.

Additional Commercial Service Details

What date do you estimate your site will be ready for CPS Energy to begin construction? *

Site Ready Date

Site Ready Date is required

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

Requested Start Date

Requested Start Date is required

What is the location or nearest intersection?

What is the expected average square footage?

How many units are in this project?

What is the service voltage? *

☐ 120/240V (1-phase)

☐ 3-phase - 120/208V

☐ 3-phase - 277/480V

Service Voltage is required

Will installation be overhead or underground?

☐ Overhead

☐ Underground

What type of business are expected for this project?

Have you already had a preliminary meeting with CPS Energy?

☐ No

☐ Yes

Is there infrastructure requiring removal or relocation?

☐ No

☐ Yes

Describe the trenching soil conditions.

☐ Rock

☐ Hard Rock

☐ Dirt

☐ Soil

Soil Condition is required

Please provide additional details to help process your request.

Additional details...



BACK

NEXT


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

New Project Application

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




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

 (0105203562)GRACE TABERNACLE

☐ Request a new account

BACK

 NEXT

12. Enter the appropriate contact information for the project (you'll need to **scroll**) and click **Next**.

Project Contact & Billing Details

Contact Name *

John Smith

10 / 40

Would you like to receive project notifications? *

☐ Do not receive updates/status messages

☒ Receive updates/status messages

Tax Id

123456789

Email Address *

Test@gmail.com

Contact Phone *

2105555555

10 / 10

Phone Type *

Cell

BACK

NEXT

13. 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.

General Information

Project Type: Multi-Family Complex

Project Specifics

Name: Test Project
Site Ready Date: 02/27/2020
Requested Start Date: 04/16/2020
SQ Feet: 800
Service Voltage (120/240V (1-phase))
Underground
Infrastructure Remove/Relocate: Yes
Soil Condition: Dirt
Preliminary Meeting? No
Nearest Intersection: Loop 1604 and Bandera Rd
Number of Units: 40
Business Types: Apartment Complex
Temp Services: No

Address Information

(Permanent) (Electric / Gas)

Project Contact

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

Billing Details

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

Click the complete button to create the project.

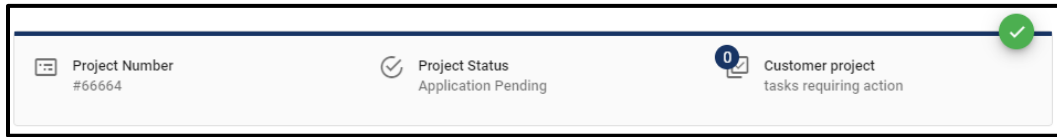
BACKSUBMIT

Once the project is created, tasks will display, based on the type of project. To see those tasks and upload attachments in response to those tasks, please follow these steps:

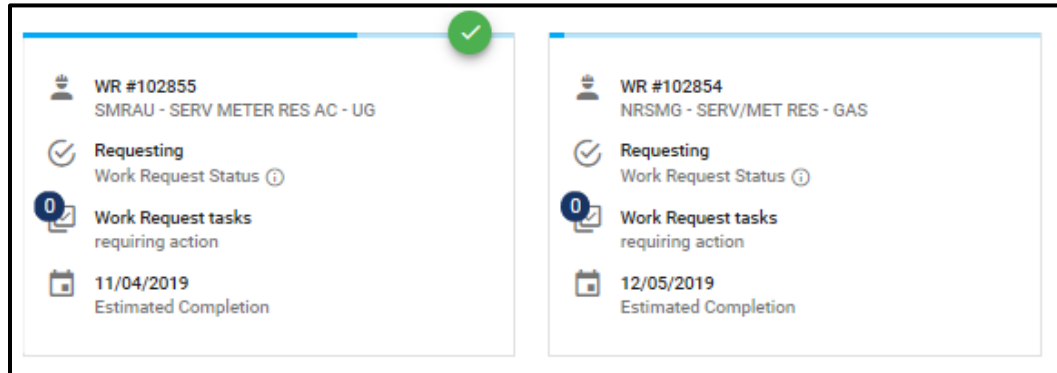
1. Click to select the project from the project list.

Projects				
There are a total of 16 projects available				
12 Sort by Newest				
Number	Name	Type	Address	Status
66810	TAZ	Residential Service - New Accelerated	11811 HONDO CREEK SAN ANTONIO, TX 78245	Application Pending
66809	Amanda bar	Residential Service - New	123 ANY STREET SAN ANTONIO, TX 78210	Application Pending
66808	Jennas Test	Residential Service - New Accelerated	7811 BLUEWATER CV SAN ANTONIO, TX 78254	Application Pending
66806	test 123	Relocate Remodel Service	5003 QUARTZ RUN SAN ANTONIO, TX 78253	Application Pending
66805	irmas sub division	Residential Service - New	239 juanita SAN ANTONIO,	Application Pending
66781	Test	Residential Service - New Accelerated	123 Main St SAN ANTONIO, 78245	Application Pending
66767	Residential Home	Residential Service - New Accelerated	1267 Main SAN ANTONIO, TX 78254	Application Pending

2. If you would like to see tasks for the project, click the **project card**.



3. If you would like to see tasks for a work request, click the appropriate **work request card**.

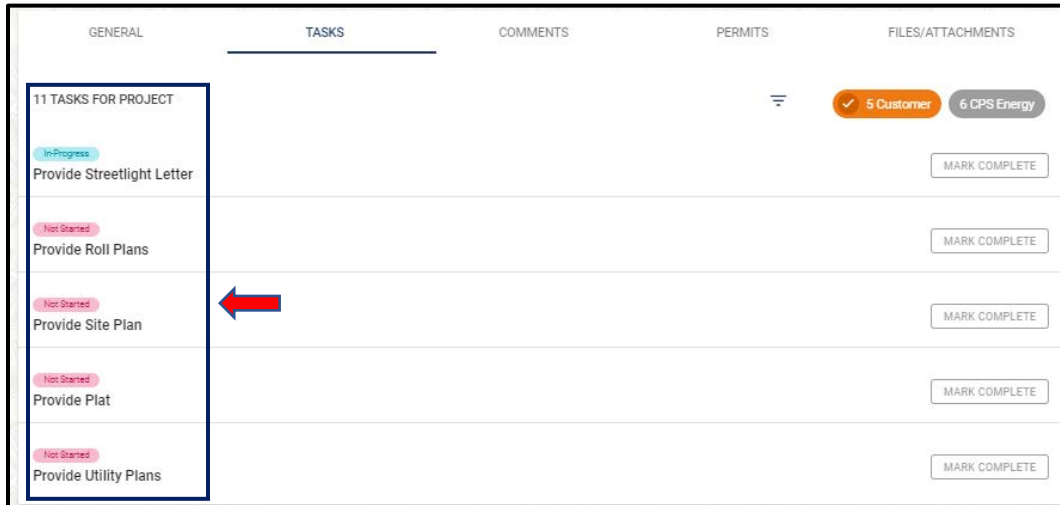


Please Note:

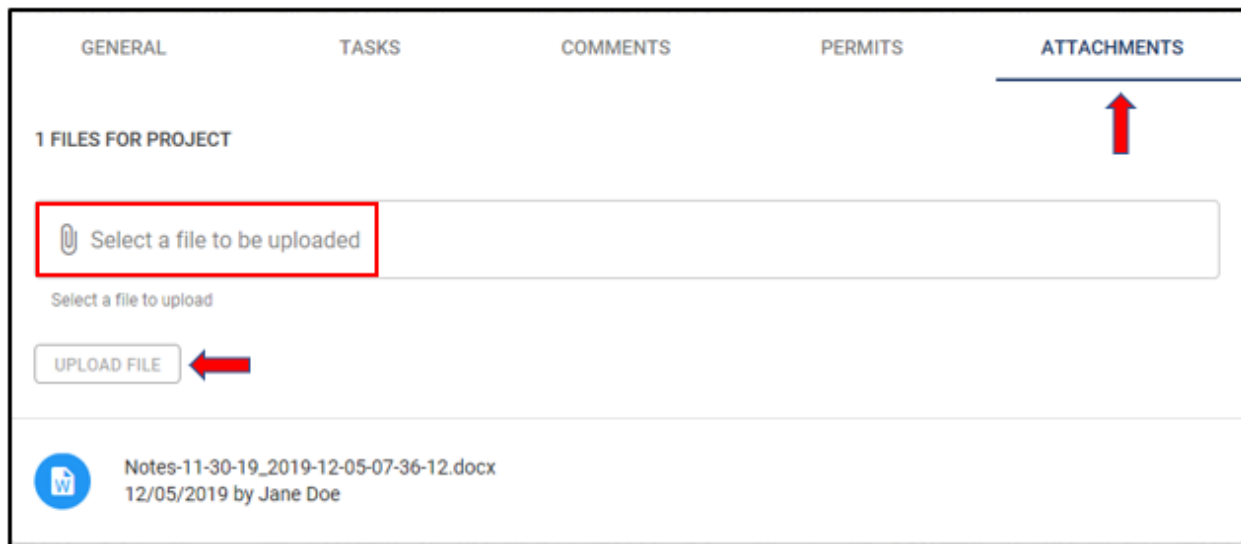
A green checkmark appears in the top right corner of whichever card is currently selected.

***** All cards and options are specific to the object with the green checkmark. *****

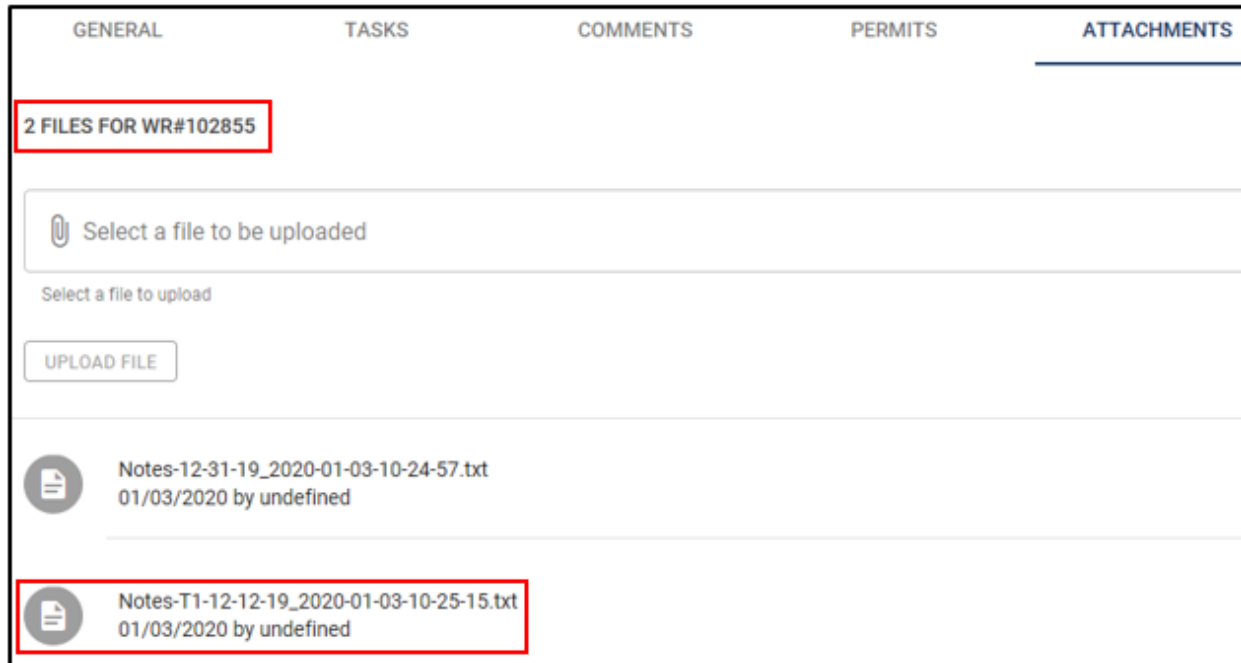
4. In the menu bar underneath the work request cards, click **TASKS**.
5. Notice the list of tasks which reflect documents CPS Energy needs to progress your project request.



6. Once a document is ready to submit, Click **ATTACHMENTS** on the menu.
7. Click **Select a file to be uploaded** in the text box, to the right of the **paperclip** icon. Once you have chosen your file and clicked **Open**, in the file navigation window, click **Upload File**.



8. Once the upload is complete, notice the **FILES FOR** number was incremented (from 1 to 2 in this example) and the file information appears below the **UPLOAD FILE** button. This may take a few seconds to complete.



9. To access a document which has been uploaded, click on the document and select from the **Open**, **Save**, **Save as**, or **Cancel** options in the dialog box (**Save as** is accessed by clicking the **Up-Arrow** . next to **Save**).

