



Accelerated Residential Electric and Gas Service Process

(Underground Residential Services for Customers with Existing Gas and Electric Stub Outs Only)

1. Customer creates electric and gas work request in the Customer Engineering Web Portal.
2. IDS process all work requests created by builders within 2 business days of creation and emails the job sketch notifying the builder of the meter location for each request.
3. Customer goes into the Web Portal and complete site ready task to notify CPS Energy that all Site Ready requirements have been met.
4. IDS runs query next business day to identify all work requests with site readiness complete, sets 3 weeks (15 business days) completion date and forwards all site ready sketches to construction for implementation.
5. Construction performs site ready inspection. If passed, all construction is completed within 15 day cycle time to include installing a meter if all customer requirements have been met. If failed, the customer is notified of the corrections needed and site ready is reset to pending by Information Development Specialist (IDS). Once corrections have been made. The customer resets the site ready to complete status in the CPS Energy web portal. Process begins again at step 4.
6. If the customer is advanced pay they will need to contact IDS to perform the site inspection and obtain measurements. An invoice will be provided to the customer immediately following the site ready inspection. All payments are due prior to construction implementation. Customer can remit payment in person at any of the listed Customer Service Centers. If the customer is Open Charge, once construction is completed an invoice will be forwarded to the customer by mail for payment.

Common Issues that can Result in Residential Service Delays

1. Unapproved meter can is installed
 2. No meter can is installed
 3. Trash/material obstructing the dig path
 4. Electric and gas meter or regulator are too close together*
 5. Gas meter or regulator are located under vent or window*
 6. Construction crews cannot access site (i.e. locked gates, dogs in yard/property, etc.)
 7. Meter is on wrong side of the house
 8. Underground (UG) Electric service length exceeds 250 feet
 9. Overhead (OH) Electric Service length exceeds 100 feet
 10. Conduit/trench is not deep enough or does not meet CPS Energy standards, if underground
- * Note: Refer to CPS Energy Gas Standards. Customer/Builder is responsible for relocation/correction of electric/gas meter locations

Remediation Process

1. The CPS Energy Inspector will typically leave a notice at the electric meter to identify the issue.
2. The CPS Energy representative will unclick the "Site Ready" task if applicable in the web portal and contact the customer within 1 business day to notify them of the issue and provide them with options to resolve it.
3. Once the issue is resolved, the customer is responsible for re-clicking the "Site Ready" task in the web portal or contact Residential Services at 210-353-4050 to inform CPS Energy that site is again ready for construction.
4. The Construction Completion Date will be adjusted to accommodate the construction delay:

- 17 working days if underground gas and/or electric infrastructure are not installed
- 6 working days if underground gas and/or electric infrastructure are installed (meter only)
- 6 working days if for overhead electric and infrastructure is installed

Residential Services Site Readiness Requirements

The following job site conditions shall be met prior to CPS Energy scheduling the installation of service facilities:

1. The service route must be free of debris and interference for a minimum 10 foot width between the transformer or secondary enclosure and meter location, as well as a 15 foot radius around the transformer or secondary enclosure.
2. The grade along the service route shall be within 6 inches of final grade for underground service request.
3. The electric meter loop and the meter can must be installed and securely mounted on the building wall.
4. For UG service request, 3" service raceway, main disconnect, switches and load wires connected to meet CPS Energy Standards. The service raceway shall be installed from the meter socket to the final grade and secured with two 2-hole pipe straps to the finished wall.
5. The gas house pipe connection must be stubbed out 26 inches above final grade.
6. Gas and electric service locations must be clear of water and drain lines. If there is a conflict, Customer is responsible for any damages that may occur to all privately owned underground facilities and systems (including but not limited to water services, culverts, irrigation systems, drain pipes, septic lines and underground wiring).

Notes

CPS Energy will install the gas and electric service to the home if there is clear 10 ft. path free of any obstacles to perform the trenching. If the property has any of the following conditions as stated below, please contact the CPS Energy assigned Designer to coordinate the service route and meter location, before performing any electrical wiring or gas piping:

- Service route has more than a 3 to 1 slope ratio.
- Any retaining wall or bluffs within the 10ft path of service route.
- UG Service lateral distance exceeds 250ft from CPS Energy UG transformer (or secondary enclosure) or exceeds 100ft from CPS Energy OH transformer to the meter loop at residence

All CPS Energy underground services shall be installed prior to pouring driveways, sidewalks or patios when they are located in the service route. If sidewalks, driveways, or other obstructions are to be installed prior to CPS Energy's service installation, the customer at their expense shall furnish and install a conduit sleeve for each utility. The conduit sleeves shall consist of one six-inch schedule 40 or 80 PVC conduit for the passage of the one conduit for the electric service lateral and one four-inch schedule 40 or 80 PVC conduit for the gas service pipe. Minimum depth of these sleeves shall be 24 inches to the top of these conduits. The conduit sleeves shall extend a minimum of 12 inches on each side of the sidewalk, driveway, or other obstruction and shall be capped. Customer shall mark on the surface where the ends of the conduit sleeves are located. This marking must be present when CPS Energy is ready to install these facilities.