



Residential Development (Subdivision) Process

1. Customer submits a completed application with all required documents by one of the following options:

In person or courier service:

CPS Energy
Residential Development
17281 N. Green Mountain Rd
San Antonio, TX 78247
Maildrop 410101

US Postal Service:

CPS Energy
Residential Development
P.O. Box 1771
San Antonio, TX 78296
Maildrop 410101

2. The completed application package is assigned to the appropriate Designer in the section. If the project site is within limits of an incorporated city (San Antonio, Schertz, Alamo Heights, Garden Ridge, etc), CPS Energy requires a streetlight authorization letter from the city stating the number of lights required. The final design phase will not start until Residential Development receives a letter or preliminary approval of the utility plan (COSA).
3. Designer contacts Customer within **2 business days** to provide contact information, share the standard duration for design, and schedule a preliminary design meeting.
4. Before the pre-design meeting is held, the Designer will send a preliminary design to the Customer and request any required easements in order to approve the plat.
5. A Pre-design meeting is held at the CPS Energy offices at 17281 N. Green Mountain Rd.
6. Customers should anticipate approximately **16 weeks (80 business days)** for the entire design process.
7. Designer provides Customer with contract documents and invoice(s) to prompt payment for project related work (electric, gas, streetlights).
8. Designer provides Customer with the design of the requested work request along with the invoice. The invoice should be paid within **5 business days** to avoid an extension of the requested completion date. Invoices not paid within **90 calendar days** are void and will need to be recalculated.
9. Customer remits payment:
 - by mail to: CPS Energy, PO Box 2678, San Antonio Texas, 78289-0001
 - in person at any of the Customer Service Centers:
 - Southside Customer Service Center, 660 SW Military Dr. Ste. X, San Antonio TX 78221
 - Westside Customer Service Center, 803 Castroville 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
 - electronically via Automated Clearing House (ACH), by request.

10. Customer is required for staking all designated pole, streetlight, padmount transformer, and secondary pedestal locations, as well as easements to complete the project prior to construction.
11. When a signed contract and payment are received, the Designer will contact the Customer to inquire if the site is ready for inspection.
12. Designer will request a site inspection by a CPS Energy Inspector.
13. The Inspector conducts a site visit and provides an inspection report to the Designer. The Designer will schedule a pre-construction meeting with the Customer if the site passes. If not, he/she will provide a list of items that require attention. Steps 11 and 12 must be repeated until the site passes inspection.
14. The pre-construction meeting takes place at the project site. The Designer will provide the standard construction durations which vary based on the type of installation and scope of work. A final completion date will be determined by the end of the meeting.
15. CPS Install – CPS Energy is responsible for all work related to electric and gas. This includes trenching, conduit, pedestals, transformers, cable, poles, overhead lines, streetlights, etc. The standard duration is approximately **30 business days**. Construction typically starts **2 weeks** following a successful pre-construction meeting.
16. Developer Install - Developer installs all underground electric and gas infrastructure; CPS Energy performs cable pulling, terminations, and overhead distribution work required for the project. The standard duration for this type of installation is determined by the Developer (on-site) and scope of work (off-site).
17. The Designer will release all project related work requests to construction following a successful pre-construction meeting.
18. CPS Energy will commence construction only after the following conditions are met:
 - ✓ The Customer 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 80% complete (CPS Install only)
 - ✓ No potential issues with notch-outs and bluffs