



**March Edition 2022**

*The Construction Service Improvement (CSI) program is working to provide enhanced on-line tools and improve your overall construction services experience.*

## **Enhancements/Improvements**



**Year-End Review of 2021 Enhancements That Are Now Available**

This past year we've continued to implement improvements to our [Construction & Renovation Portal](#). As we look to the new year, take advantage of these improvements by using our Construction & Renovation Portal to manage and get information on your construction projects at your fingertips.

#### 2021 Enhancements:

- Utility Preliminary Plan Review (UPPR) application – Users can submit application requests, upload attachments and manage meeting requests online
- Improved project request applications
- Integration with City of San Antonio meter inspection permits – Users are now provided automated updates of final inspections for electric, gas and demolition permits
- Updated 2021 Electric & Gas Service Standards now available on [cpsenergy.com](https://cpsenergy.com) or by clicking the links below:
  - [2021 Electric Service Standards](#)
  - [2021 Gas Service Standards](#)
- Safeguard to catch unintended creation of duplicate requests for service that can cause delays on your construction projects
- Enhanced communications on gas service turndowns to better explain why your site was turned down & how to prepare for reinspection
- Automatically indicate both electric & gas sites are ready in the Construction & Renovation portal
- Seamless underground field inspection process
- Clearer descriptions are now provided in the web portal for your project and on the paper door hanger to provide a better understanding of why an inspection or meter installation was turned down
- Highway lighting projects now have a Single Phase – 240/480 voltage selection option when creating a project the Construction Web Portal
- You can apply for permanent and temporary on the same application in the web portal
- You are now able to select one of the following trench options in the web portal:
  - “I will dig my own trench”
  - “I would like CPS Energy to dig the trench”

## Feature of The Month

### Rate Request Approved by City Council

On January 13, 2022, the San Antonio City Council approved a 3.85% base rate increase and a regulatory asset that will allow for the recovery over a longer period of time for the legitimate Winter Storm Uri fuel costs. The rate increase and regulatory asset went into effect on March 1, 2022. Interim President & CEO of CPS Energy, Rudy Garza, commented on the January 13, 2022 City Council's vote to approve the rate increase and regulatory asset.

"We thank the San Antonio City Council for their actions today. We understand this was a difficult vote and the timing was not ideal, but we appreciate the necessary investment into our community-owned asset. Through this rate increase, we will do the work needed and invest in our infrastructure, our technology, and our people to ensure the delivery of essential services to our community."

The rate increase supports the following enhancements:

- **Infrastructure Resiliency** – Power generation and power distribution projects to support operations during extreme weather
- **Technology** – Future technology to replace current end-of-life technology
- **Growth** – Help us keep up with the community's continued growth
- **People** – Attract and retain qualified employees needed to serve customers

For more information about the rate increase, visit the CPS Energy [website](#), which also offers a new bill estimator for residential and small commercial customers to see the potential impact to their bill based on their normal energy usage.

## Looking Forward

Upcoming Features:

- You will be able to elect to receive a notification call when a Meter Service Technician is on the way to your service address

## Did You Know?

### Limitations on Construction Materials Due to COVID

CPS Energy depends on a variety of goods and services to provide safe, reliable, affordable and resilient energy to customers throughout Greater San Antonio. Recent material shortages across the globe are impacting supply chains that provide those goods and services.

The coronavirus pandemic, labor shortages, and other events have caused major production interruptions for many manufacturers on an international scale. Current demand for products and supplies is dramatically exceeding the available supply, which is putting a strain on supplies that CPS Energy and other utilities use daily. Supply shortages have continued through the end of 2021 and are expected to extend well into 2022.

The list of raw materials of concern is growing and is causing challenges for manufacturing.

This includes:

- Ethylene Resin (Manufacturing of polymers such as polyvinyl chloride or PVC)
- Vinyl Acetate Monomer (Adhesives, water-based paints, nonwoven textile fibers and more)
- Lumber
- Semiconductor Chips (Electronics)
- Solar Glass and Wafers (Solar Panels)
- Butadiene (Synthetic rubbers such as tires, plastic gloves, rubber hoses)
- Styrene (Latex, Synthetic rubbers and polystyrene resins)

These material shortages are likely to impact CPS Energy's support of outage restoration and new construction efforts. It's important to keep in mind that all electric utilities are experiencing these shortages on a global scale.

CPS Energy is taking a highly creative approach to the materials shortage challenges. We have already begun discussions with local manufacturers on the possibility of manufacturing materials, such as meter sockets, to help alleviate shortages. In addition to these discussions, CPS Energy is conducting reviews of standards for temporary use of acceptable alternatives when available to help keep customer projects moving forward. The ability to think globally and act locally is a common practice for CPS Energy, and these actions serve as a major step in managing the impact.

Developers and other potentially impacted customers are asked to plan for potential delays caused by material shortages in their active and upcoming construction and renovation projects. Additionally, CPS Energy is seeing rapidly rising material costs that are associated with the shortages and ask impacted customers to consider the potential for rising construction costs when planning their projects.

If you are a developer or contractor, you will see the latest updates to this global materials shortage when you log into the CPS Energy system to check on your projects. CPS

Energy will continue to keep a steady flow of communication with our customers and stakeholders as one of our highest priorities.

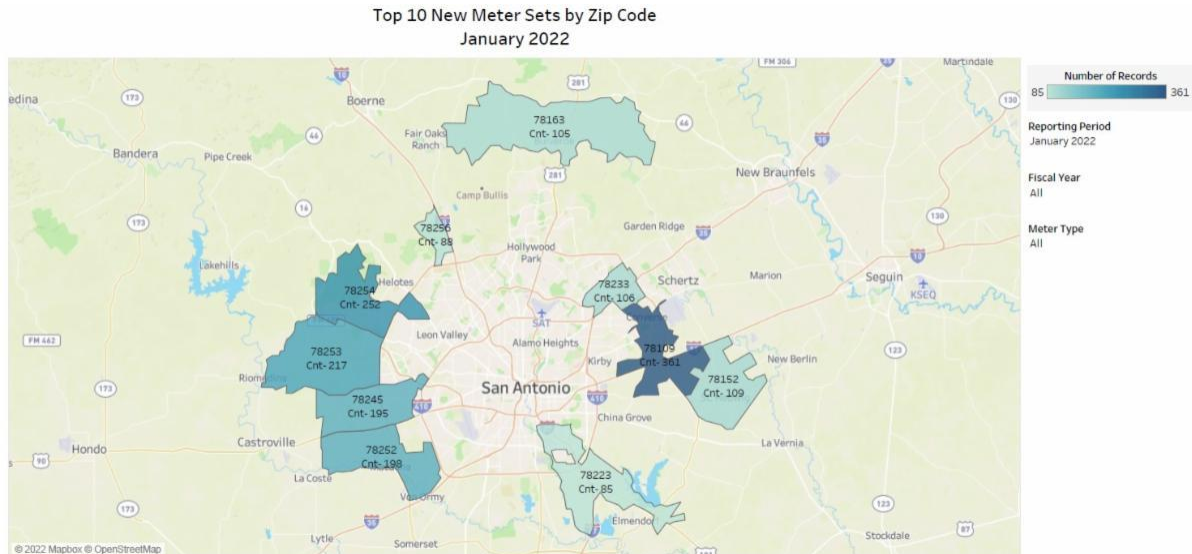
### Top 5 Reasons for Electric Turndowns:

- House pipe too far away from CPS Energy gas riser
- Property locked or customer not on site
- No piping for rough-in inspection
- Wrong gauge or no gauge for rough-in inspection
- No cut-off valve

Want to avoid these turndown reasons on your next natural gas project? Please follow this link for a copy of our [CPS Energy Natural Gas Standards](#).

Do you have a copy of our Natural Gas Safety Sheet? [CPS Energy Natural Gas Safety Tips](#).

## CPS Energy Construction Volume



Have a good story? A major project that you are planning or just completed? We would love to feature your story in one of our upcoming publications. Please submit your story to [CSFeedback@cpsenergy.com](mailto:CSFeedback@cpsenergy.com) and include a good contact phone number.

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For questions or comments please reach out to us a [CSFeedback@cpsenergy.com](mailto:CSFeedback@cpsenergy.com)

*Thank you for being our customer.*

