



ONLINE SERVICE APPLICATION

A PDF version of the [multi-family development application](#) is available for download.

Be sure and enroll on the [Construction & Renovation Web Portal](#) to be able to apply for service and monitor your project throughout the steps below. [Read More Here](#)

Contact the Multi-Family Department at multifamily-ce@cpsenergy.com if you need assistance with any of the steps below.

1 **Understand your location within CPS Energy Service Boundaries.**

Ensure you are within CPS Energy's [Electric Service Boundary Map](#) and/or [Gas Service Boundary Map](#). If your service is within the [Downtown Network Service Boundary](#), please note your project is subject to CPS Energy's Electric Service [Standards Section 1100 – Service from Downtown Network System](#).

You can request a new address on the [Construction & Renovation Web Portal](#). [Read More Here](#)

2 **We offer a free OPTIONAL Utility Preliminary Plan Review (UPPR)**

This **OPTIONAL** Utility Preliminary Plan Review, for qualifying projects, provides you with the opportunity to meet with CPS Energy staff to discuss your project. This optional meeting will assist you by identifying items that need to be addressed or modified prior to submitting a complete service application to CPS Energy for your project. We will help you understand CPS Energy Service Standards, environmental requirements, and required easements information for your project. In addition, we will also describe your construction options: CPS Energy Turnkey or Developer Install and CPS Energy will discuss working with other utilities, like San Antonio Water & Sewer.

Please make your request for a UPPR through our [Construction & Renovation Web Portal](#) and submit your site plan, conceptual elevations, photographs, survey, and estimated electric and gas loads. See the [UPPR Memo and Form](#) for qualifying criteria, information on the UPPR process and a pdf form for applying outside the portal.

If you would NOT like to request this optional UPPR meeting, please proceed to Step 3.

3

Complete a Multifamily Building Application.

Apply on the [Construction & Renovation Web Portal](#). [Read More Here](#)

Or download and email your application to multifamily-ce@cpsenergy.com with the documents below:

- [Multi-Family Development Application](#)
- [Solicitud de Aplicación Multifamiliar](#)

REQUIRED ATTACHMENTS

Attach the required documents to your project by selecting the Project from Home, then Attachments or email with your application.

- [Customer Environmental Requirements Checklist](#)
- Electric/Gas Utility Site Plan – Signed & Sealed (CAD or PDF)
- Electric/Gas One-Line Diagram – Signed & Sealed (PDF)
- Panel Schedules – Signed & Sealed (PDF)
- Mechanical Plan – Signed & Sealed (PDF)
- Unit Matrix
 - Plat & Address Plat (CAD)
 - For City of San Antonio, Plat from the [City of San Antonio website](#)
- Buildings, Edge of Pavement, Building Numbers/Letters (CAD saved 2007 or older)
- Site Plan with Easements Identified (CAD or PDF) - Easements accommodate CPS Energy overhead or underground primary electric line extensions or gas main extensions.

4

Meet with CPS Energy at a Pre-Design Meeting.

Once CPS Energy Customer Design and Delivery receives all required documents, your project will be assigned to a Multi-Family Dept. team member and a Pre-Design Meeting will be scheduled with you. In preparation for this Pre-Design meeting, CPS Energy will gather information and comments from internal departments.

During the Pre-Design Meeting, we will review your project with you and explain any steps required before the design of your project can begin. At this time, you will need to decide whether you would prefer to use the CPS Energy's Turnkey option, or the developer install option for infrastructure installation. Please keep in mind that any proposed developer install company must be approved by CPS Energy

Revision to already provided documents maybe required.

5

CPS Energy designs your service infrastructure and sends you a design, contract, and invoice.

CPS Energy will review all submitted documents and will need to approve before design process can begin.

Once CPS Energy has received all documents, CPS Energy will assign a Coordinator to your project and begin the Design phase. During this Design Phase, you should apply for all of your required permits, which can have a long

lead time. CPS Energy will apply for permits for CPS Energy work. At the end of the Design phase, CPS Energy will provide your final design, a contract, and invoice.

Every project will have a unique design that may include Overhead Service, Underground Service, or both. If a customer is required to install Underground facilities, they will receive a design specific to their project with precise measurements from source of power (riser pole, manhole, etc.) to the meter location or transformer location(s).



6 Select the installation type you need for your project.

At this time, you will need to decide whether you would prefer to use the CPS Energy's Turnkey option, or the developer install option for infrastructure installation. Please keep in mind that any proposed developer install company must be approved by CPS Energy.

Notes:

Electrician needs to submit equipment cut sheets and mock up for review and approval before purchasing to avoid delays and possible turn downs.

The overhead portion of the project will be released to construction after all payments have been received by CPS Energy. Meanwhile, you may begin construction of the underground infrastructure.



7 Apply for the necessary permit(s) in your city of municipality.

You will need to obtain all relevant permits and, where required, final electrical and/or gas inspection from your local city or municipality, such as the City of San Antonio. For more information about City of San Antonio permitting and inspections, go to [City of San Antonio - Permit, Inspection and Review](#). CPS Energy has also worked with the City of San Antonio to create a [Permits and Inspections Checklist](#) for your assistance. If you are outside San Antonio, contact your local municipality.



8 Sign your contract and pay your invoice for CPS Energy work.

CPS Energy encourages Developers to sign their contract and remit payment within 5 business days to avoid schedule delays.

[Pay Online](#)

Or

Pay by mail:

CPS Energy
PO Box 2678
San Antonio, TX 78289-0001

Pay in-person by check at any of our [Customer Service Centers](#)

Pay electronically via [Automated Clearing House \(ACH\)](#)



9 Prepare Site for Inspection.

Property Staking

In an effort to reduce conflicts with other infrastructure or fixtures, CPS Energy requires your engineer to stake designated pole locations, transformers, streetlights, and easements per CPS Energy design prior to construction. CPS Energy will only stake CPS Energy infrastructure in public right-of-ways.

CPS Energy Construction Standards

CPS Energy has adopted specific standards for the construction of electric or gas services within the CPS Energy Service Area:

- [Electric Service Standards](#)
 - If installing Underground infrastructure based on a CPS energy design (underground primary duct banks, manholes, concrete slabs, or underground secondary duct banks), then call the CPS Energy inspection line at 210-353-3373.
- [Gas Service Standards](#)

Site Ready Checklist

You are required to meet all of the following conditions prior to the commencement of CPS Energy construction:

- Ensure all infrastructure is complete and complies with CPS Service Standards.
- 100% of service conduit run to the building is installed or at least stubbed out 10' from transformer location.
- Survey and complete required staking.
- Your address should be clearly posted. [\[CPS Energy Addressing Requirements for Meter Installation\]](#)
- All trench paths should be within 6 inches of final grade.
- Ensure CPS Energy Easement is cleared of debris and accessible to CPS Energy construction crews.
- Trim trees to provide at least 10 feet of radial clearance around facilities.
- Ensure there are no potential issues with retaining or cut walls.
- At least 80% of wet utilities are installed.
- There should be minimal activity from other contractors on site.



10 CPS Energy and your city or municipality will perform their required inspections.

Permits & Inspections

Please note that all required permits and inspections required by any Authority Having Jurisdiction (AHJ) must be completed and released to CPS Energy. For more information about City of San Antonio permitting and inspections, go to [City of San Antonio - Permit, Inspection and Review](#). CPS Energy has also worked with the City of San Antonio to create a [Permits and Inspections Checklist](#) for your assistance. If you are outside San Antonio, contact your local municipality.

CPS Energy Inspections

Call 210-353-3373 for inspections according to the instructions on the sketch supplied by CPS Energy.

11

Sign your easements for permanent service.

If necessary, submit easement documentation for the necessary utilities after they are constructed. The easement or field notes are required to be received, reviewed and signed by the property owner prior to your permanent service being activated. This process can take up to 3 weeks. If an Easement is required for your project, review the information below or click here to [Read More](#).

Owner Request:

The owner will need to provide an easement description to the CPS Energy Agent (“Agent”). All Residential Development, Small Commercial, and Large Commercial Projects will require a surveyed easement description. The Agent will determine if a surveyed easement description is necessary for Residential Service projects.

Third-Party Request:

If your project requires a third-party easement, please contact the Agent. The third-party easement must be secured before design phase can begin.

12

CPS Energy installs your transformer infrastructure and temporary service for construction.

Turnkey Installation

With CPS Energy’s Turnkey Installation, CPS Energy’s contracted crews will install all infrastructure and perform inspections. Turnkey installations typically take 25 days.

Developer Installation

With Developer Installation, the customer’s contractor will install the infrastructure. Materials are available for pick up from CPS Energy. Your contractor will dig your trench and install your conduit. Allow 24 hours and call 210-353-3373 for trench inspection.

For both scenarios, build your temporary service loops and initiate Work Requests with CPS Energy for Temporary Service.

Once your CPS Energy Design phase is complete, confirm with your Designer or Coordinator that your meter cans are available for pick up at: 511 S. Salado St San Antonio 78207 EXT. 4245.

13

CPS Energy installs your service and meter and activates permanent service.

CPS Energy must receive your electric meter loop inspection from the City of San Antonio (or your municipality) to allow CPS Energy to schedule a service/meter crew. Also, you must permanently stencil your address on your meter loop (refer to section 1800 of the Electrician Service Standards). Once CPS Energy receives your inspection release and picture, allow 15 business days for a CPS Energy Meter Crew to install service and meters and activate your service.

14



Request removal of your Temporary Service.

Contact your designer to request removing temporary services. CPS Energy will send your final Temporary Service bill.

Please give us **website feedback** to improve our site. Share your experience with us at [Customer Feedback Survey](#), or email us at cefeedback@cpsenergy.com.

Thank you!