



## Online Service Application

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

Contact CPS Energy Customer Design & Delivery at 210-353-4050 Monday - Friday 7:30am - 4pm or [ce@cpsenergy.com](mailto:ce@cpsenergy.com) if you need assistance with any of the steps below.

*The steps below are for new subdivision developments. Once an individual home is ready for service, follow the steps at [New Home Construction - Underground Service](#).*



### 1 Ensure your location is within CPS Energy Service Boundaries.

See [Electric Service Boundary Map](#) and [Gas Service Boundary Map](#).

\*The following link will provide important addressing information that is needed before an application can be processed. [Read More Here](#)



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

This **OPTIONAL** Utility Preliminary Plan Review provides you with the opportunity to meet with CPS Energy staff to discuss your project. This utility review is similar to the preliminary development plan review meetings offered by the City of San Antonio but focusing on the provision of electric and gas service. This optional meeting will assist you by identifying items that need to be addressed or modified prior to submitting a complete work request application to CPS Energy.

Below are a few examples of instances where you may want to schedule a UPPR meeting:

1. You are new to the San Antonio Metro Area and are not familiar with CPS Energy's Project Construction Process & Requirements
2. You have an infill Development Zone project where multiple commercial or residential units are planned on a very small piece of property
3. You have a development with large electric and/or gas load requirements that may also require significant CPS Energy Infrastructure upgrades

CPS Energy will help you understand CPS Energy Service Standards, environmental requirements, and important permit and inspections information for your project.

- [Customer Environmental Requirements Checklist](#)
- [Permits and Inspections Checklist](#)
- [CPS Energy Electric Service Standards](#)
- [CPS Energy Gas Service Standards](#)

CPS Energy will also describe your construction options: Developer Install or CPS Energy Turnkey and CPS Energy will discuss working with other utilities, like San Antonio Water & Sewer.

If you would like to request a meeting, please complete the [UPPR Memo and Form](#) and submit your site plan, conceptual elevations, photographs, survey, and estimated electric and gas loads.

You can also make your request through our Construction & Renovation Web Portal. If you are not currently enrolled in our web portal, please register at [Construction & Renovation Web Portal](#). Once submitted, we will process your enrollment request within 24-48 hours.

**If you would NOT like to request an optional Utility Preliminary Plan Review meeting, please proceed to Step 3.**



### **Register on the CPS Energy Construction & Renovation Web Portal.**

Register to request temporary service and track your project steps all the way through to permanent service. Once submitted, we will typically process your registration within 24-48 hours. To authorize a contractor to register, complete a [Web Authorization Form](#).

To register, you will need:

- Business/Customer Name
- Email Address
- Phone Number
- Construction Mailing Address
- Existing or new CPS Billing Account
- CPS Account Billing Address

If opening a new CPS Billing Account, provide one of the following:

- Federal Tax ID or
- Employer Identification Number (EIN) or
- Social Security Number (SSN) or
- Individual Taxpayer Identification Number (ITIN)

[Register on Web Portal](#) Or email [csiwebaccess@cpsenergy.com](mailto:csiwebaccess@cpsenergy.com)



### **Complete a Subdivision Development Application.**

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

- Select the plus symbol at the top of the screen, then “Multi-family Building” (Permanent Service is new project separate from Temporary Service).
- Search for your Permanent Address in our system (it will not have a T#).
- If you don’t see your Permanent Address, request that CPS create one. Click the Request Address creation checkbox and fill out necessary information.
- Select Permanent Service, then select the services to add. If you require Gas and it is not shown, contact Customer Engineering at 210-353-4050.
- Provide Project Details
- Select your Billing Account or Request a New Account.
- Review your Project Details.
- Once submitted, you will see your Project Number for reference.

## REQUIRED ATTACHMENTS

Attach the below required documents to your project by selecting the Project from Home, then Attachments.

- [Customer Environmental Requirements Checklist](#)
- [Electric/Gas Utility Site Plan – Signed & Sealed \(PDF\)](#)
- [Subdivision Plat \(PDF\)](#)
- [Subdivision Plat with Easements Identified \(CAD\)](#) - Easements accommodate CPS Energy overhead or underground primary electric line extensions or gas main extensions. Residential Development easements are typically dedicated by plat.
- [Streetlight Authorization Letter from Municipality \(if applicable\)](#) - For the City of San Antonio, a preliminarily approved utility plan with streetlight type and locations is acceptable to initiate design. An authorization letter is required to be submitted prior to release of contract and invoice.

Or download and email your application:

- [Residential Development Application](#)
- [Solicitud para Desarrollo Residencial](#)



## 5 Meet with CPS Energy at a Pre-Design Meeting.

Once CPS Energy Customer Engineering receives all required documents, the job is assigned to a Residential Development Designer who will schedule a Pre-Design Meeting with you. Before the meeting, the Residential Development Designer will gather preliminary information and comments from internal CPS Energy departments: Distribution Planning (Circuit Capacity Planning), Gas Engineering and Right-of-Way (Easements).

During the Pre-Design Meeting, your Residential Development Designer will review your project with you and explain any steps required before CPS Energy's Design Phase can begin. If necessary, you may need to revise some of your documents.



## 6 CPS Energy designs your service infrastructure.

Once the Pre-Design Meeting is complete and CPS Energy has received all required documents, the CPS Energy team will begin the design process. In parallel with this Design Phase, CPS Energy highly recommends you apply for all of your required county and city permits, which can have a long lead time. CPS Energy will apply for permits for CPS Energy work. At the end of Design, CPS Energy will provide your final design, a contract, and an invoice.



## 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 the developer's engineer to stake designated pole locations, transformers, streetlights and easements per CPS Energy design prior to construction. If installing streetlights, the streetlight stakes will need to have the final grade mark on the physical street light stake.

### 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](#)
- [Gas Service Standards](#)

### Permits & Inspections

Please note that all permits and inspections required by any Authority Having Jurisdiction (AHJ) must be completed and released to CPS Energy prior to the electric and/or gas meter being set. CPS Energy has worked with the City of San Antonio to create a [Permits and Inspections Checklist](#) that must be satisfied in order for City of San Antonio permits to be released to CPS Energy. If you are outside San Antonio, contact your local municipality.

### Site Ready Checklist

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

- The Developer must survey and complete all required staking.
- Riser locations should be cleared and accessible.
- Basic grade should be within approximately 6" of final grade – excluding spoil piles (CPS Install only).
- No trees, brush, or other obstructions should be 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).
- Water and Sewer lines should not be in the CPS Energy's easement until all trenching is complete.
- There should be no potential issues with notch-outs and bluffs.

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

CPS Energy will perform your required inspection and if your project passes inspection, your Residential Development Designer will typically schedule your Pre-Construction meeting. You will need to decide whether you would prefer to install your infrastructure or use CPS Energy's Turnkey process. If you will install your own infrastructure, CPS Energy will assign a CPS Energy Inspector.

CPS Energy recommends you schedule your city or municipality inspections at this time.

If your site fails inspection, you will be notified by email with reason of turndown. Once repairs are made, you can re-click site ready in the [Construction & Renovation Web Portal](#) or call 210-353-4050 to schedule another Site-Ready inspection.

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## **CPS Energy or Developer installs infrastructure and transformers.**

### **Turnkey Installations**

CPS Energy installations will be scheduled after Pre-Construction meeting is held

### **Developer Installations**

Developers can pick up infrastructure materials once inspections are complete and the job is released to construction.

Once all infrastructure up to the primary side of the transformer is installed, the next step is to follow the [New Home Construction](#) process, which will begin with Temporary Service.

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](mailto:cefeedback@cpsenergy.com).

# **Thank you!**