



## Large Commercial Planning Section

### Electric Service Delivery Process and Timeline

This document is provided for the purpose of developing a service delivery schedule that is mutually agreed upon by both CPS Energy and the customer. This schedule will be based upon the steps and associated timeframes required during the electric service delivery process. **Following these steps within the defined timeframes will facilitate electric service delivery in accordance with the mutually agreed upon schedule.**

| Step | Customer's Steps   | CPS Energy Steps  | Typical Elapsed Time <sup>[c]</sup> |
|------|--|---|-------------------------------------|
| A    | <b>Contact CPS Energy to schedule pre-design meeting</b>   | <ul style="list-style-type: none"> <li>Schedule pre-design meeting</li> </ul>   |                                     |
| B    | <b>Attend pre-design meeting<sup>[a][b]</sup></b><br><b>Provide engineered plans if available</b><br><b>Discuss service requirements</b><br><b>Discuss schedule requirements</b>   | <ul style="list-style-type: none"> <li>Provide Customer Package</li> <li>Discuss service requirements with customer and review drawings if available.</li> <li>Complete Project Information Sheet</li> </ul>        | Clock is not started                |
| C    | <b>Provide required documents to CPS Energy<sup>[a][b]</sup></b> <ul style="list-style-type: none"> <li>Submit Service Application</li> <li>Submit site plan, electric load analysis, and electric one line diagram (all sealed by a registered engineer licensed in the State of Texas)</li> </ul>  | <ul style="list-style-type: none"> <li>Collect all required information from customer. CPS Energy now has all information necessary to begin electric service design.</li> </ul>                                    | <b>Clock Starts</b>                 |
| 1    | <b>Host a site visit<sup>[a][b]</sup></b>  | <ul style="list-style-type: none"> <li>Evaluate site layout, utility coordination, customer construction coordination, construction access.</li> </ul>  | Week #1                             |
| 2    | <b>Receive and comply with CPS Energy construction drawings<sup>[a]</sup></b>  | <ul style="list-style-type: none"> <li>Design electric service; coordinate with the electric system (circuit capacity, fuses).</li> <li>Create a cost estimate and bill the customer.</li> </ul>                    | Week #2-5                           |
| 3    | <b>Expedite payment to CPS Energy<sup>[a][b]</sup></b> <ul style="list-style-type: none"> <li>Process time can be reduced if customer is on open charge account</li> </ul>   | <ul style="list-style-type: none"> <li>Receive customer payment.</li> <li>Process payment</li> <li>Release job to construction</li> </ul>   | Week #6-7                           |
| 4    | <b>Form up pads and duct banks and schedule CPS Energy inspection.<sup>[a][b]</sup></b> <ul style="list-style-type: none"> <li>Call 353-3373. A 24-hr notice is required</li> </ul> <b>Pour concrete and schedule CPS Energy inspection.</b> <ul style="list-style-type: none"> <li>This might be delayed until early in the next step to coordinate with CPS Energy construction</li> <li>A 3-day cure is required to set pad mounted transformers on slabs</li> </ul> <b>Notify your CPS Energy<sup>[a]</sup> Designer that slabs are ready for transformers</b> | <ul style="list-style-type: none"> <li>Prep for CPS Energy construction</li> <li>Check materials.</li> <li>Inspect the forms for slabs and ductbank.</li> <li>Inspect concrete.</li> <li>Schedule crews.</li> </ul> | Week #8                             |
| 5    | <b>CPS Energy crews will leave the site if the following conditions are not satisfactory.</b> <ul style="list-style-type: none"> <li>Maintain pole locations and visible street address.</li> <li>Remove debris and maintain construction access to site for CPS Energy crews.</li> </ul>  | <ul style="list-style-type: none"> <li>Construct CPS Energy facilities.</li> <li>Install transformer.</li> </ul>  | Week #9-13                          |
| 6    | <b>Notify CPS Energy<sup>[a][b]</sup> that release from CoSA has been received and the site is ready to install meter</b><br>"Site ready" includes completed installation of meter loop, transformers, conduits, and power cables on the CPS Energy side of the meter.   | <ul style="list-style-type: none"> <li>Receive notice of the release of electrical permit from the City of San Antonio</li> <li>Set meter, initiate electric service.</li> </ul>                                    | Week #14-15                         |

- If a Customer Step is late, the Clock stops. Please stay on top of payments and dig permits.
- For Remodeling Jobs:** The CPS Energy (CPS Energy) supervisor is **Saul Juarez, 210.353.2805**. Saul will assign a Designer as your contact.
- Elapsed times are CPS Energy timeframes and are not a guarantee. Times based on normal CPS Energy work schedule. Work done outside of normal schedule may incur additional charges. More than fifteen weeks will probably be needed for long ductbanks or upgrades to CPS Energy's infrastructure.