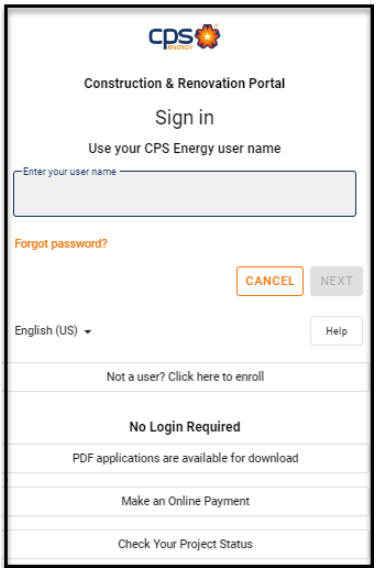
REQUEST A SINGLE FAMILY HOME PROJECT

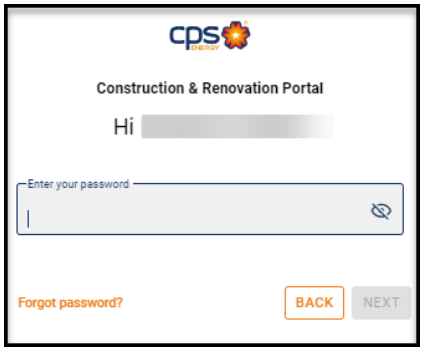
1. Open your internet web browser.
2. In the address bar, type in https://secure.cpsenergy.com/crportal/#/
3. Click **SIGN IN** located in the top right corner of the page.



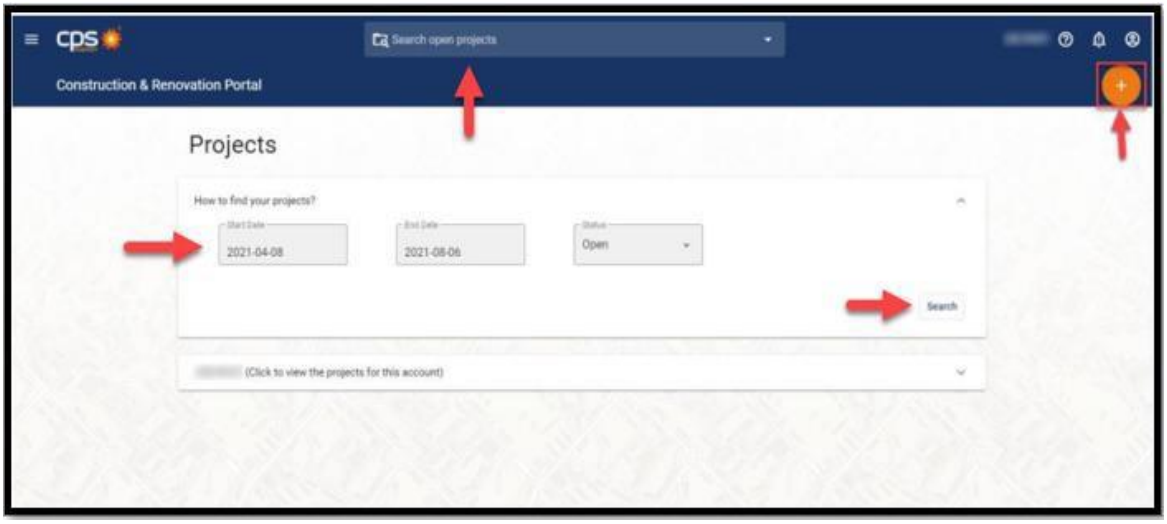
4. Enter your **User Name** and click **NEXT**.



5. Enter your **password** and click **NEXT**.

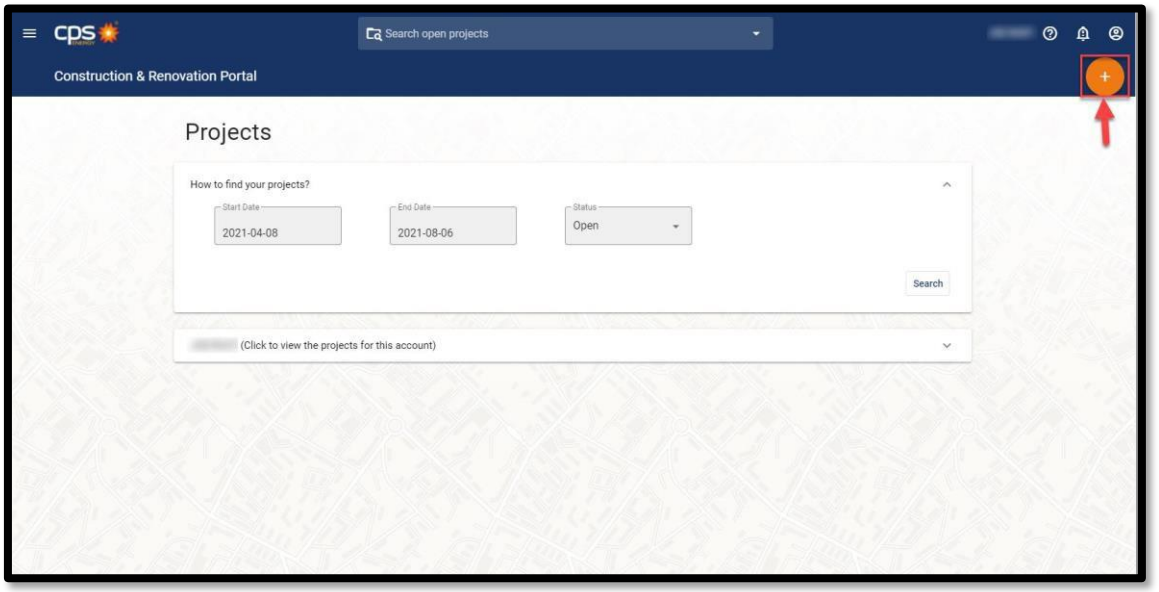


6. **Confirm your project address is not already in the system as an active order.** This will prevent order duplication and delays in processing.

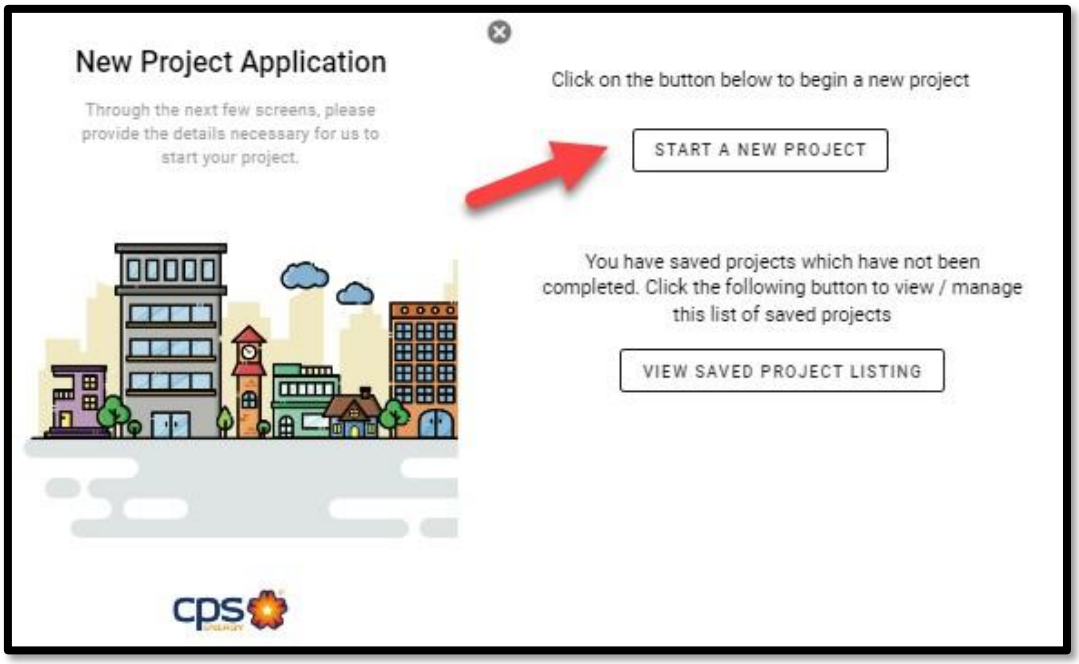


   - **Reset your Start Date.**
     The Start Date on the Projects page automatically defaults to 120 days before the current date and may need to be adjusted further to locate projects that were submitted before that date.
   - **Click SEARCH to redefine query parameters.**
   - **Enter address number at the top of the page.**
   - **<u>If you are inheriting a project</u> and you still cannot locate it, contact your company's Portal Admin or call Web Portal Support at 210-353-2450**

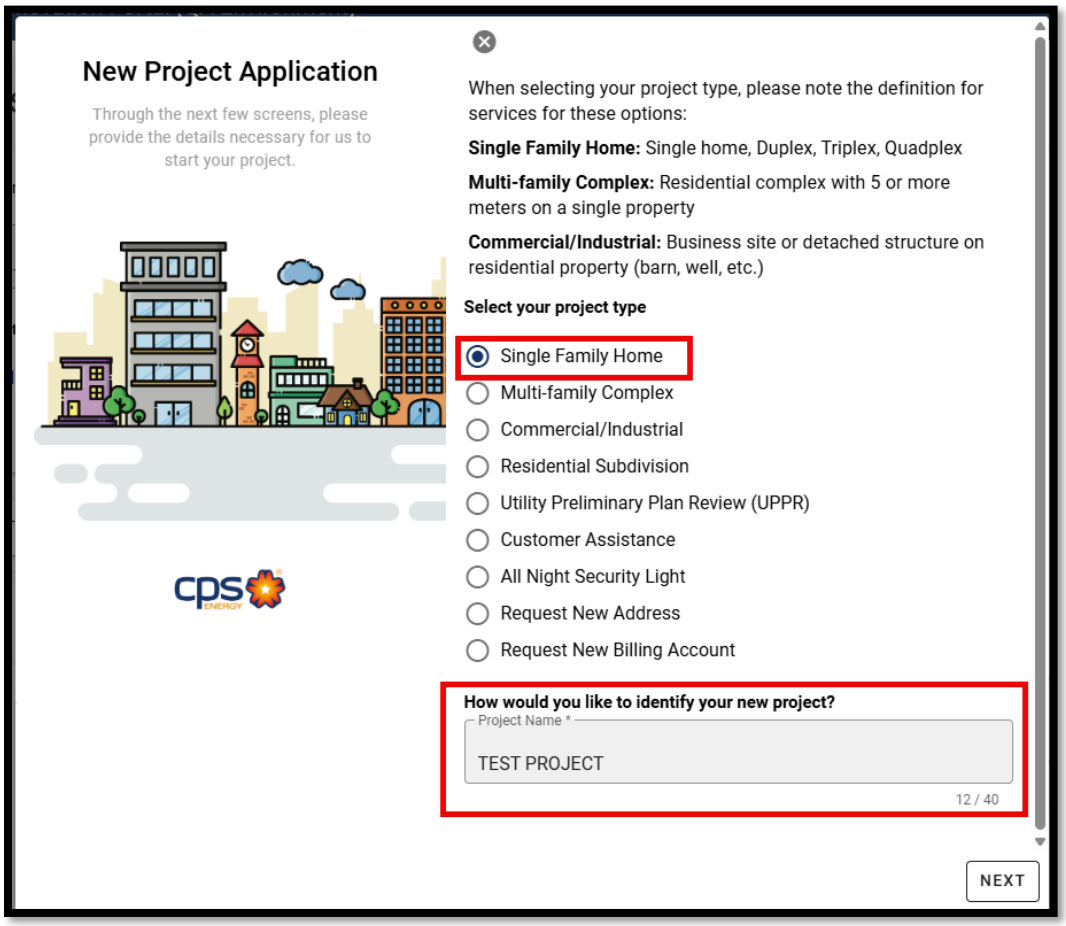
7. Click the **orange plus sign (+)** in the upper right corner to start a new project.



8. Select Start A New Project

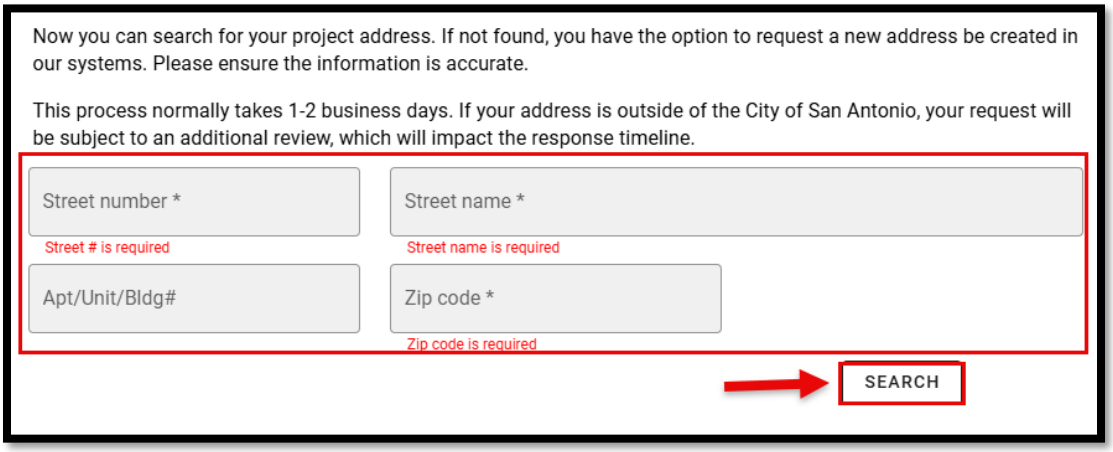


9. In the New Project Application view, select the Single Family Home option, enter Project Name and then click on NEXT.

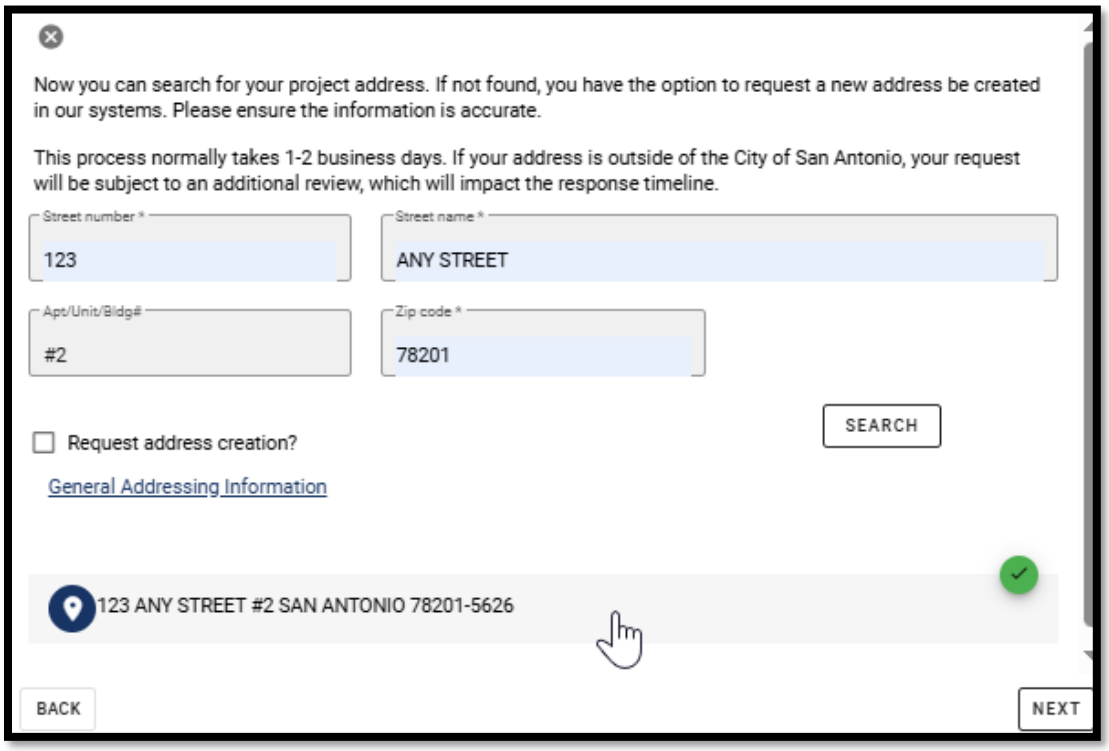


Please Note: We suggest entering the street address as a project name.

10. Query our database to locate your address in our addressing system, using as few characters as possible.

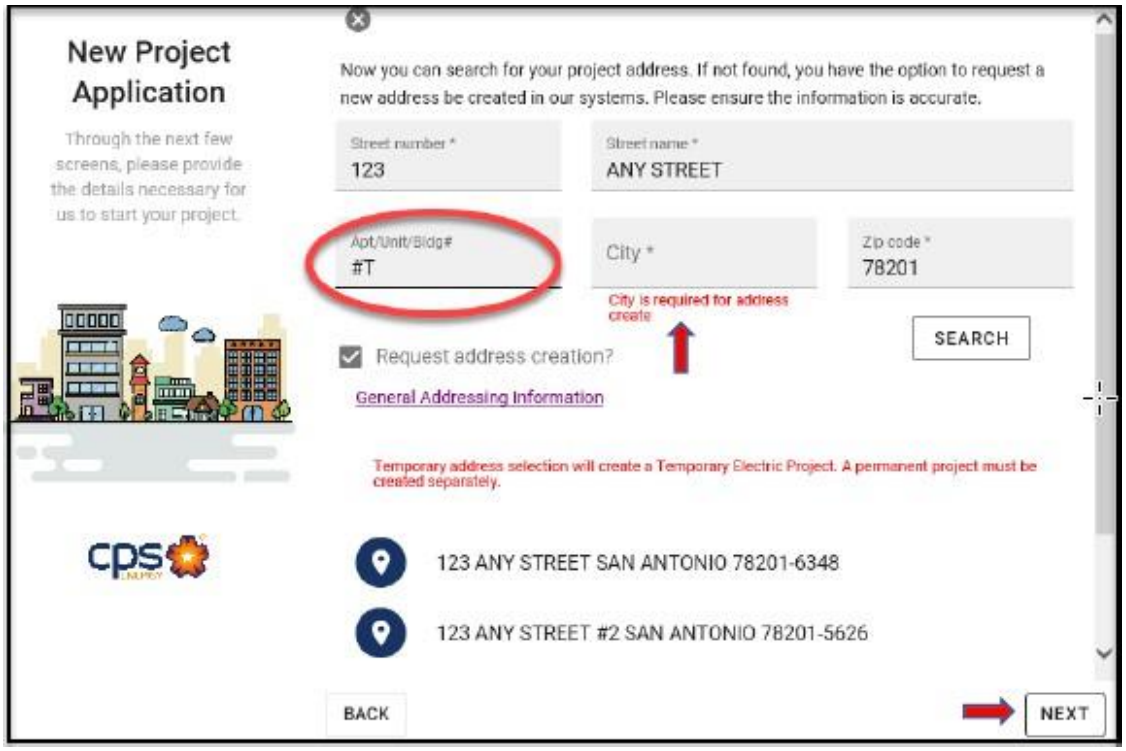


11. Select the appropriate address for your request and a green checkmark will annotate the selected address.



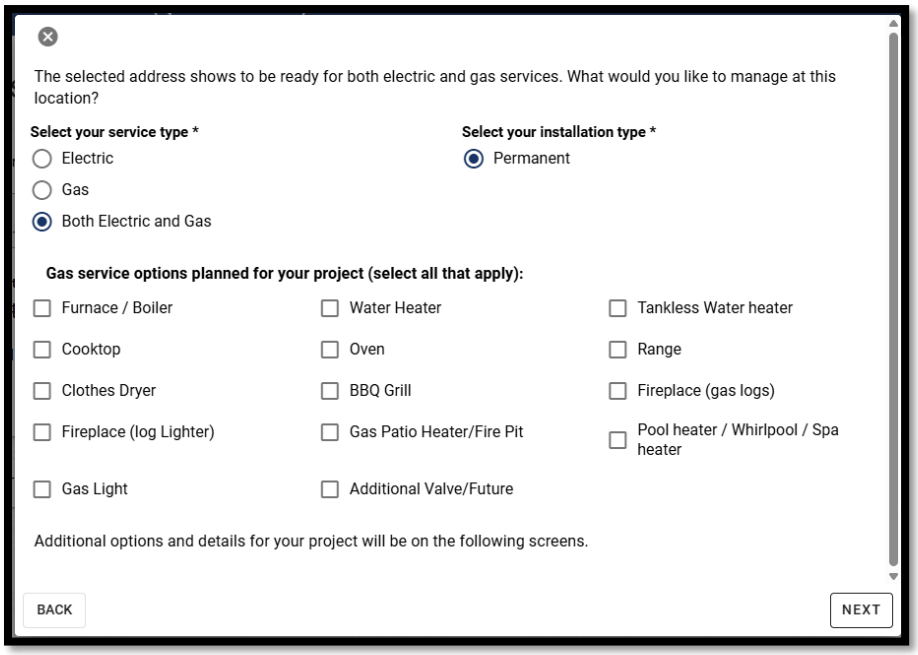
- Select the “standard” address option if needing permanent AND temporary meters during construction (example shown above).
- Select (TEMP) option ONLY if a permanent meter was ordered previously.
  If you select the temp address version, you will be progressed to step 14.

12. If the address you need does not come back as a query result:
    - Confirm the zip code and city with USPS or Google Maps and try again
    - If still no result, click “Request Address Creation?” to request a new address for your project
    - Add “#T” for unit number if only a temporary meter is to be ordered and the option did not appear in previous query.
    - Confirm the City and then hit NEXT (do not SEARCH again).

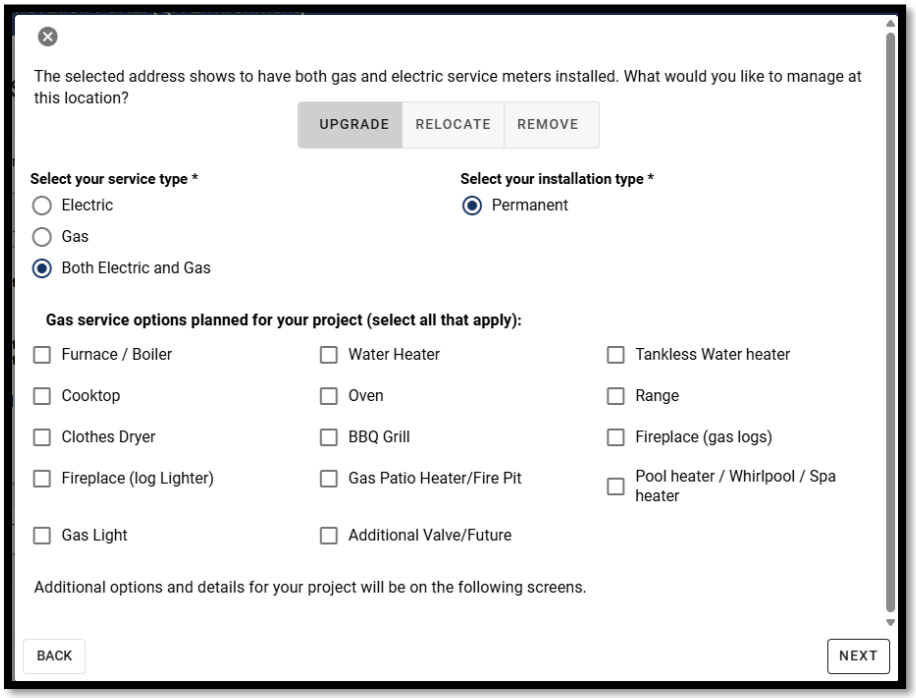


Please note: This step will require 1-2 business days to update our addressing database before your order can be processed.

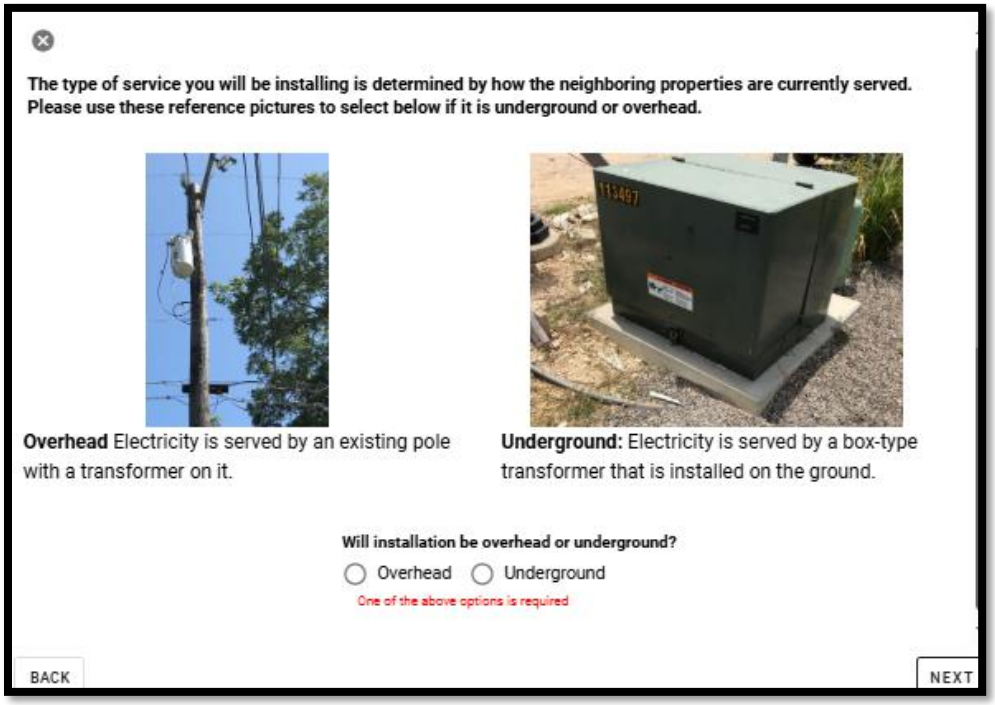
13. Select your service type and your installation type. Please select Both Electric & Gas if both are needed for this site. If the service types you require are not visible, stop order entry, confirm, and call Portal Support at 210-353-2450 if CPS is the provider for your area.



14. IF THE ADDRESS YOU SELECTED PREVIOUSLY FOR THIS APPLICATION ALREADY HAS AN EXISTING METER, the next screen will direct you to request additional specific services. Select the appropriate button to UPGRADE service, RELOCATE service or REMOVE service, indicate the service type(s) for this request and select NEXT. *You will then be redirected to step 19.*

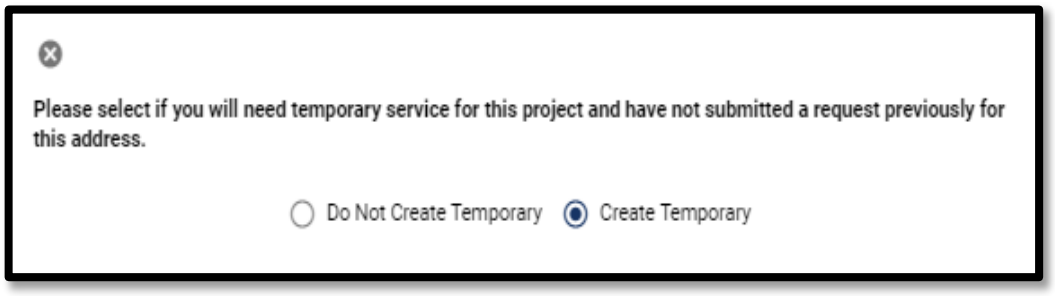


15. Review the information provided and select which installation type your service will require. Click NEXT.

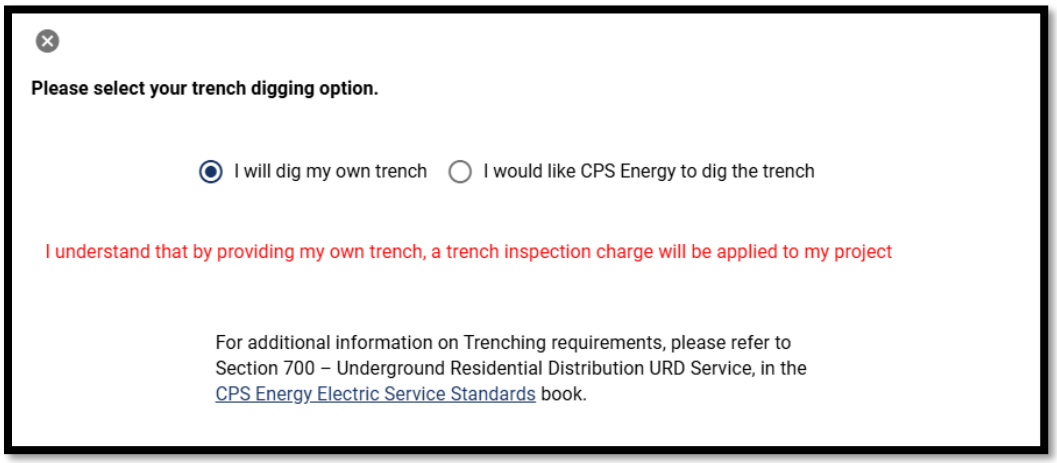


16. Please choose whether to include a temporary work request in this project and then click on NEXT.

    Do not select Create Temp if a temporary service order already exists as this step will create a duplicate temporary service order and delay your order progress.

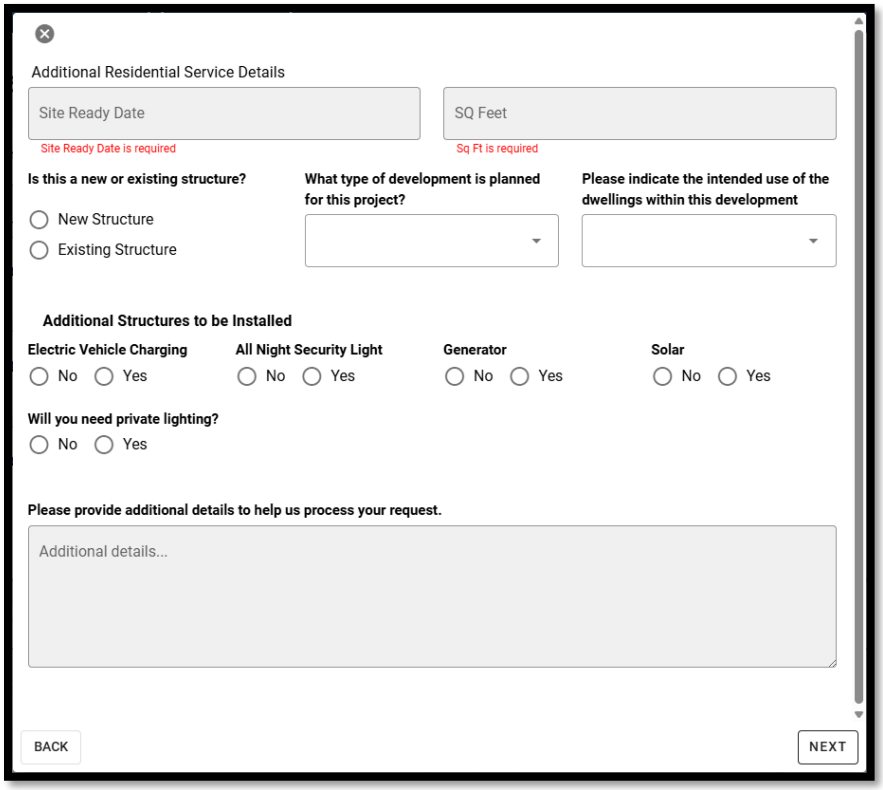


17. Please choose if you would like to dig your own trench or if you would like CPS Energy to dig the trench, then click on **NEXT.**



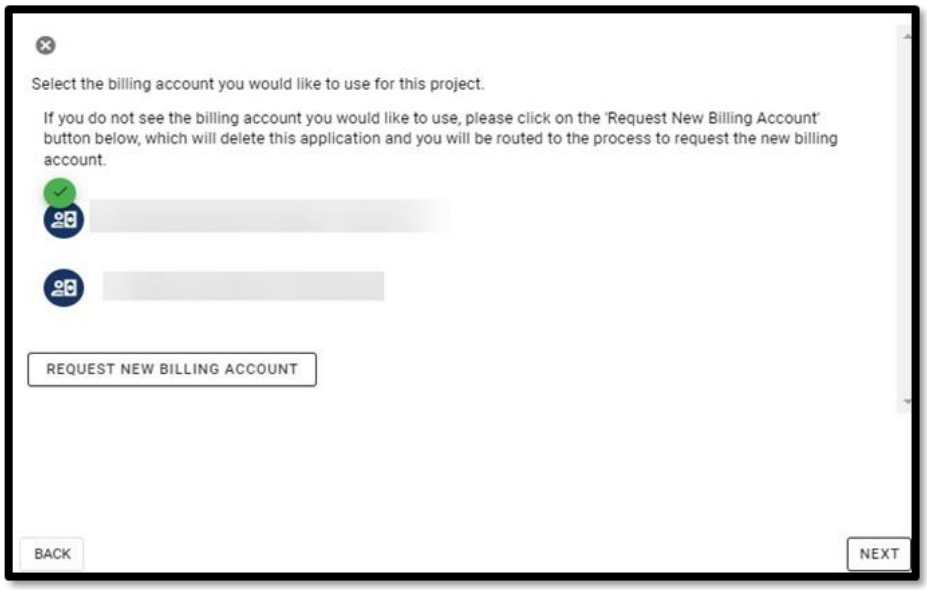
Please note that a self-trench project will incur a trench inspection charge.

18. Enter Additional Service Details. You may also provide additional details (example: a gate code if required for access) and click on NEXT.



Please Note: Site Ready Date means your site is prepared for crews to install Electric and/or Gas utility services, clear of obstructions and all CPS Energy Service Standard requirements have been met.

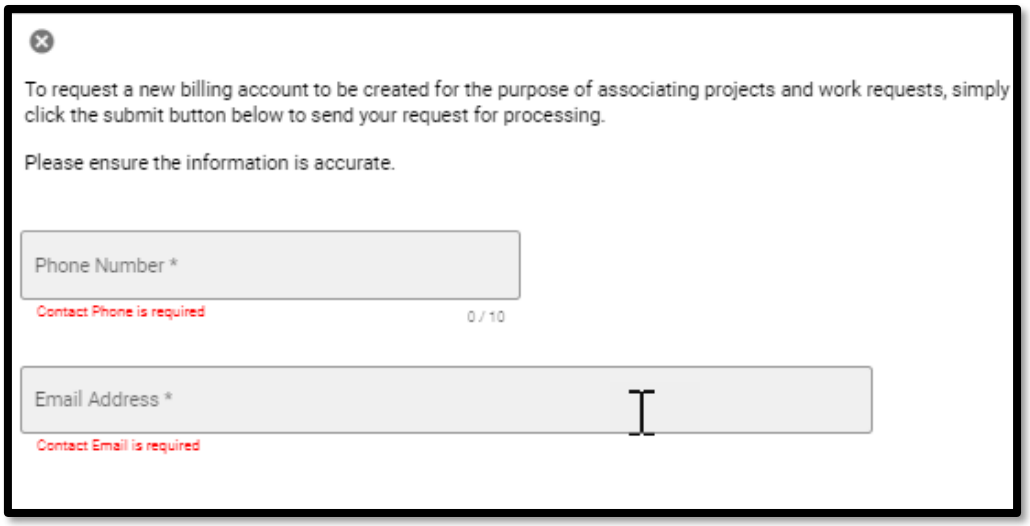
19. Select the billing account (a green checkmark will appear on the selected account) and click NEXT. *Skip to Step 21.*



20. **If the billing account you wish to use is not visible, select Request New Billing Account**. This will cancel your current project request and initiate a separate billing account request.

Please note**: Allow 24-48 hours for the new billing account to be added to your portal account** after information has been verified. You will be notified when your portal profile is updated. Only after you receive confirmation that this step has been completed should you again attempt to submit your application for services.

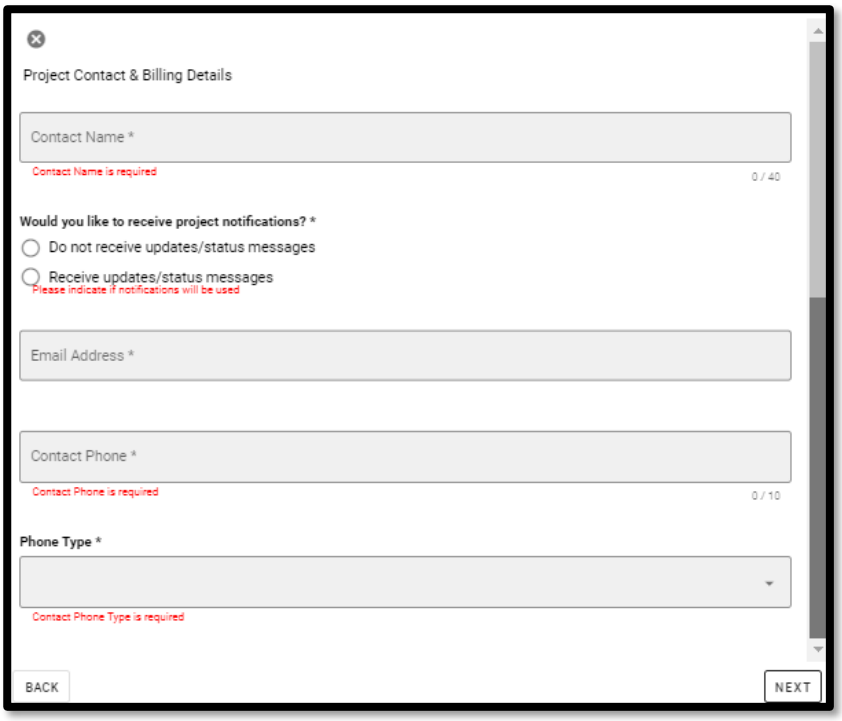
21. Enter your contact information for **New Billing Account** and submit.



22. Review Project Details and submit application for **New Billing Account**.

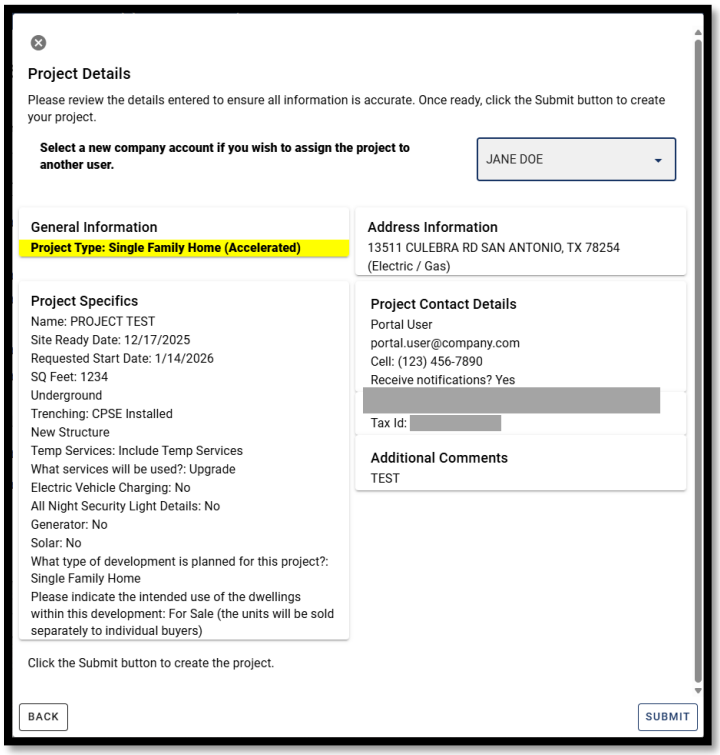


23. If you did not request a New Billing Account, you will be directed to the Project Contact & Billing Details page. Enter Contact Name, if would you like to receive project notifications, Email Address, Contact Phone, Phone Type and click on NEXT.

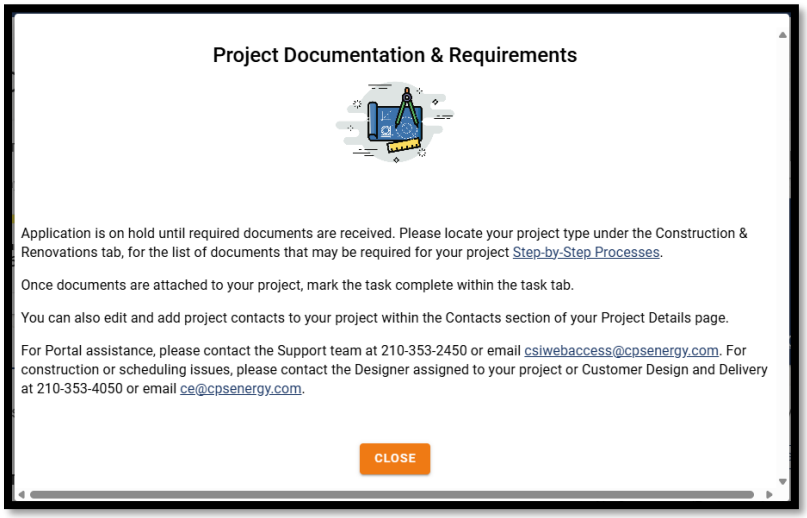


- Please try not to use Autofill within this section.
- Extra spaces will cause a system error.
- Provide a valid email address and phone number (no dashes).

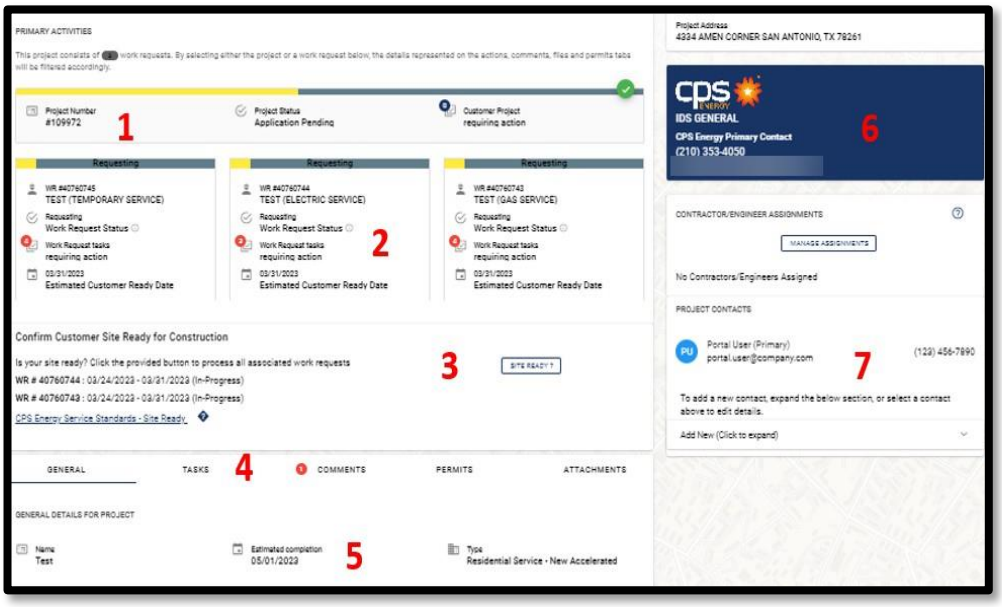
24. Review Project Details and submit application**.**



25. Note that Project Documentation may be required and can be uploaded at this time. This confirms your application has been received and a Project was created. Click on CLOSE.



26. In the Project Details window, verify all your information is correct and log the Project number. Notice the location of:



1. Project Number
2. Work Requests
3. Site Ready Button
4. Tabs
5. Schedule
6. CPS Contact field
7. Project Contact field

Please contact the Web Portal Support Team if you have any questions regarding portal functionality or access:

Email: CSIWebaccess@cpsenergy.com Ph: 210-353-2450

(Mon – Fri 7:30AM – 4PM)