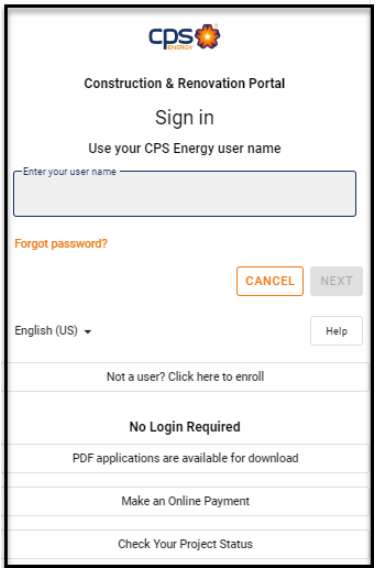
Revised December 2025

REQUEST A COMMERCIAL INDUSTRIAL PROJECT

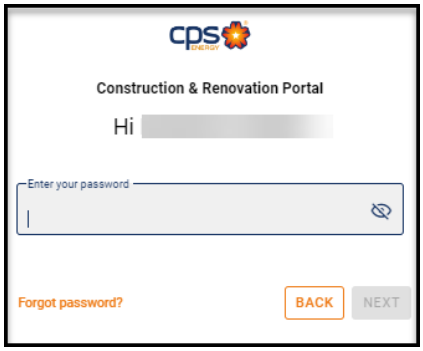
1. Open your internet web browser.
2. In the address bar, type in https://secure.cpsenergy.com/crportal/#/
3. Click **SIGN IN** located in the top right corner of the page.



4. Enter your **Username** and click **NEXT**.



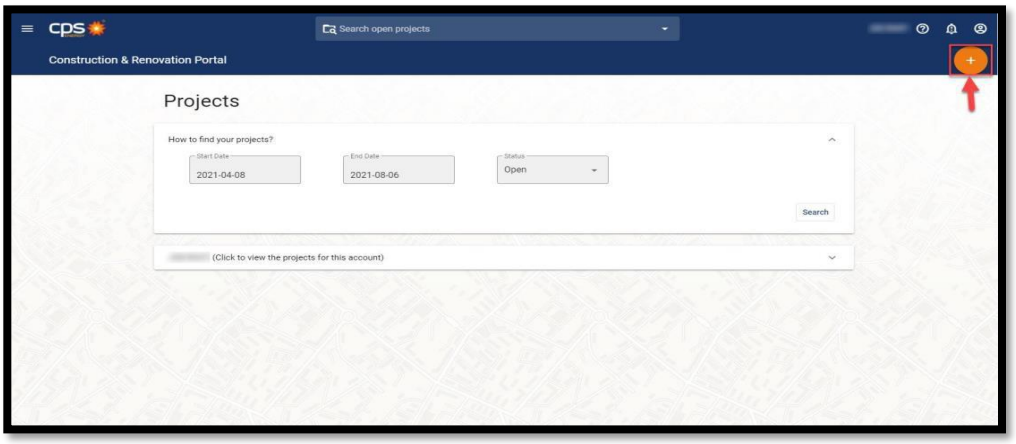
5. Enter your **password** and click **NEXT**.



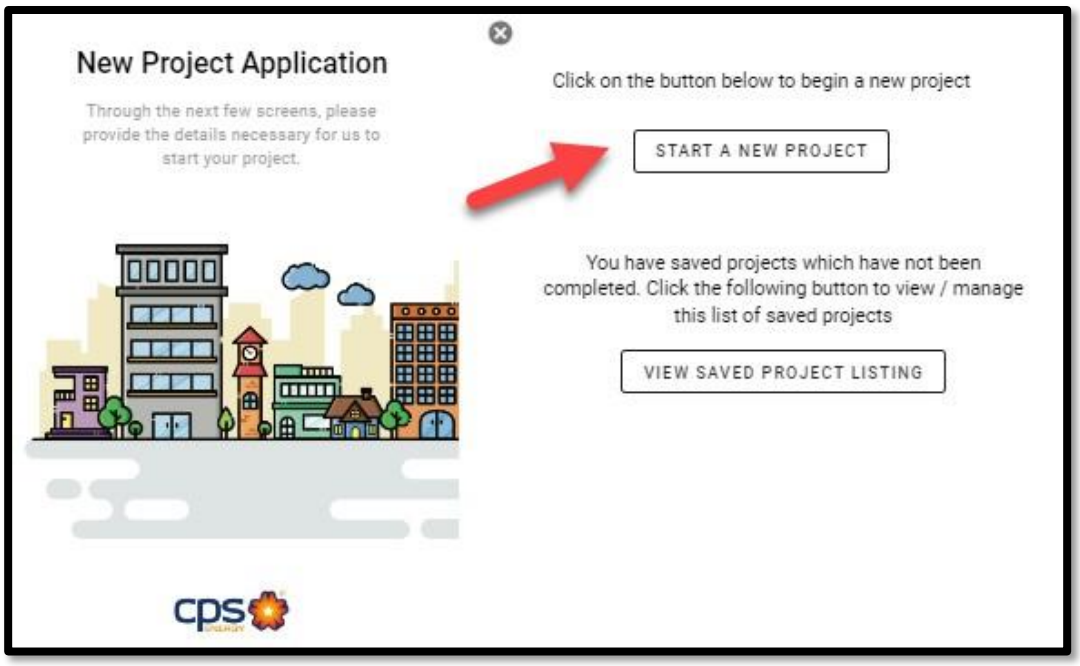
6. If your company uses a shared account, please search your Project listing page by project name, number or address before proceeding with a new application for a site. This will prevent order duplication and delays in processing.

Please note: The Start Date on the Projects page automatically defaults to 120 days before the current date and will need to be adjusted to locate older projects.

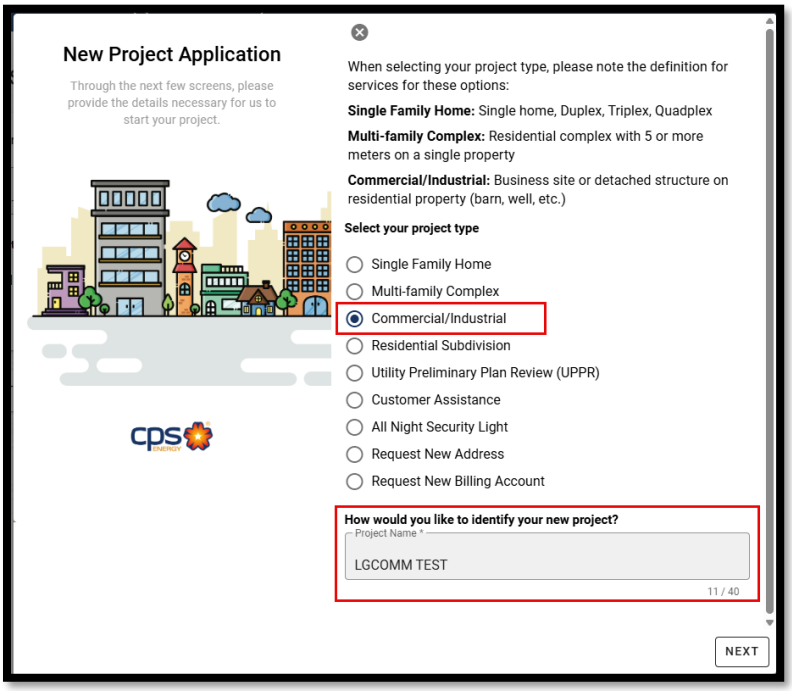
7. Click the **orange plus sign (+)** in the upper right corner to add a new project.



8. Select Start A New Project



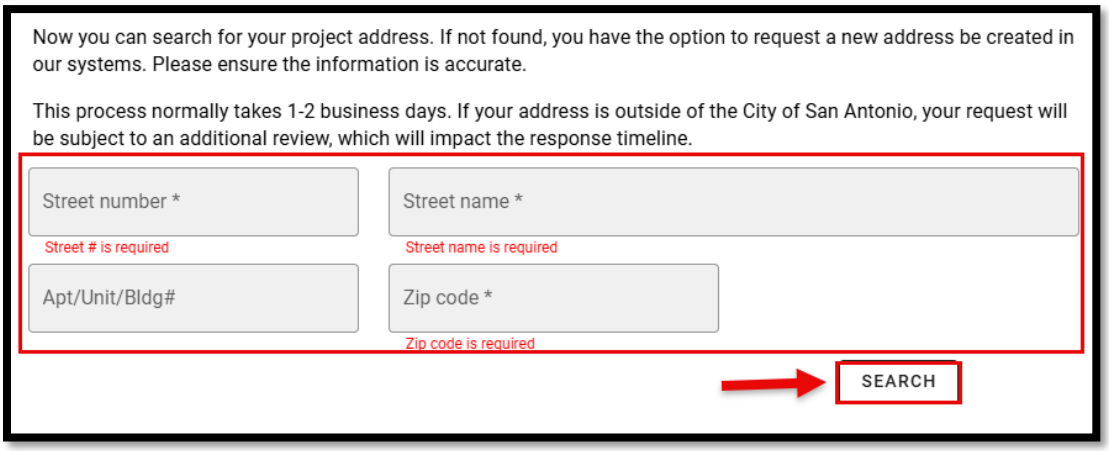
9. In the New Project Application view, select the **Commercial/Industrial** option, enter Project Name and then click on NEXT.



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

10. Search for an **existing address in our database.** Enter **Street number, Street name**, and **approved USPS Zip code** (required). Click **SEARCH** to query.

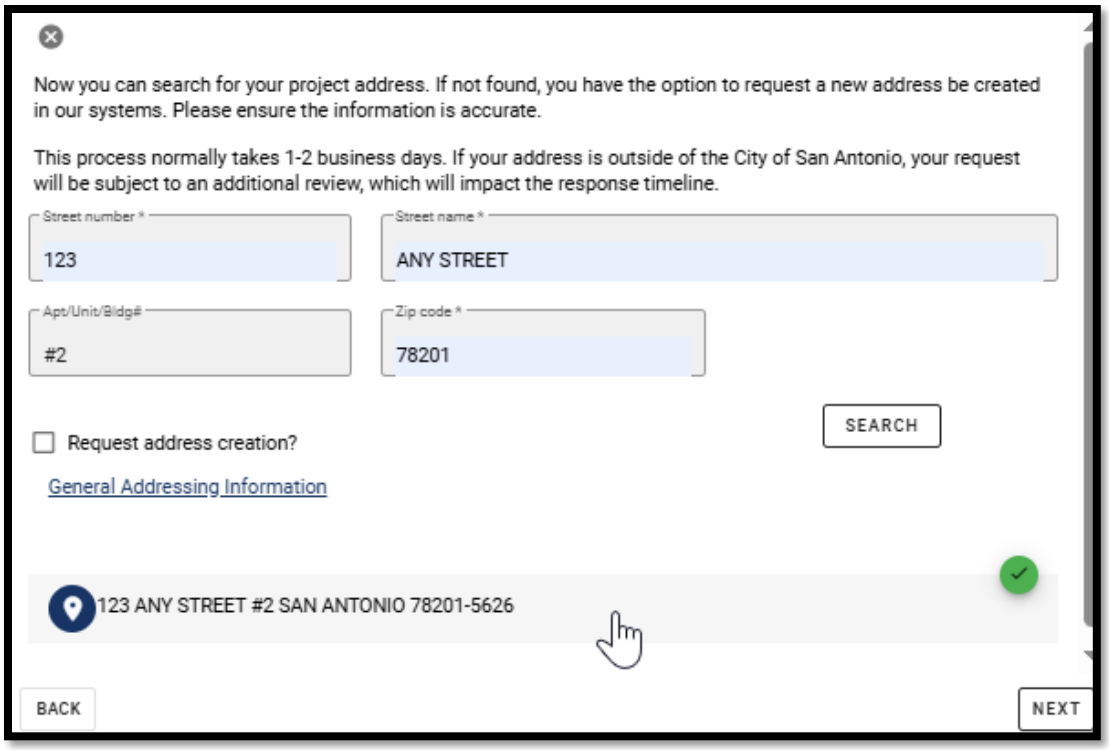
Please Note: We suggest you do not enter a street suffix or abbreviation. Entering fewer characters will return more results.



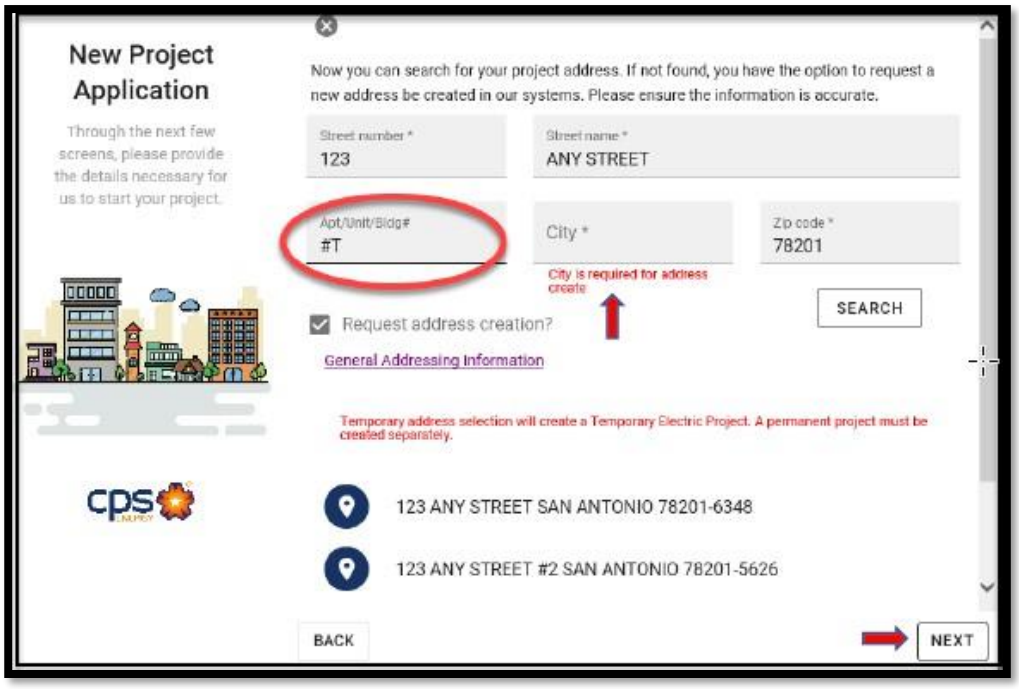
11. Select the appropriate address for your request and a green checkmark will annotate the selected address.

Please note: **You can now enter one order for temporary and permanent services.** Select the standard address version when applying for both with one application. Use the TEMP address version if only a temporary will be needed for the duration of this project OR if permanent services have already been requested separately. ***If you select the temp address version, you will be progressed to step 14.***

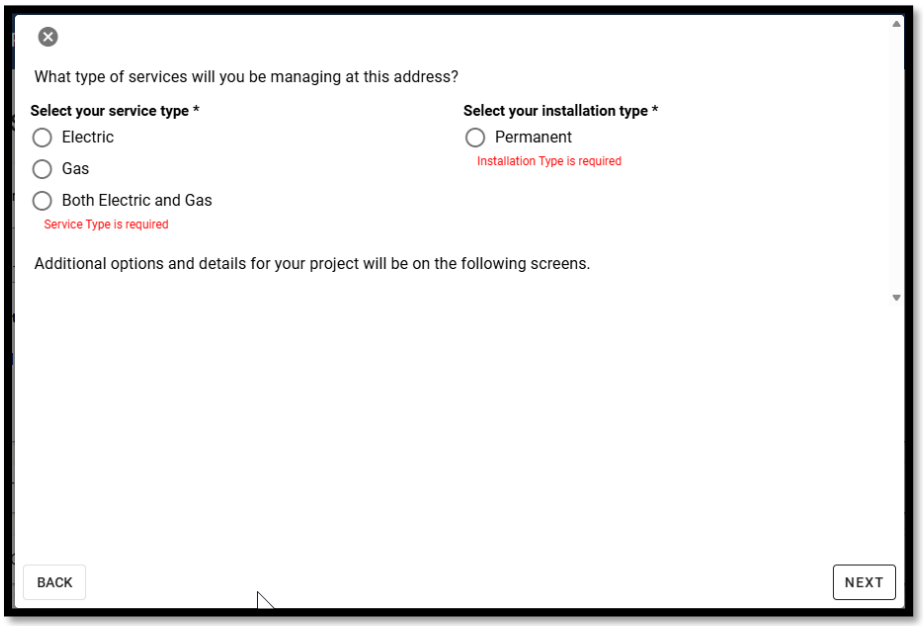
Example of when the standard address is selected for permanent OR combined permanent AND temporary service needs:



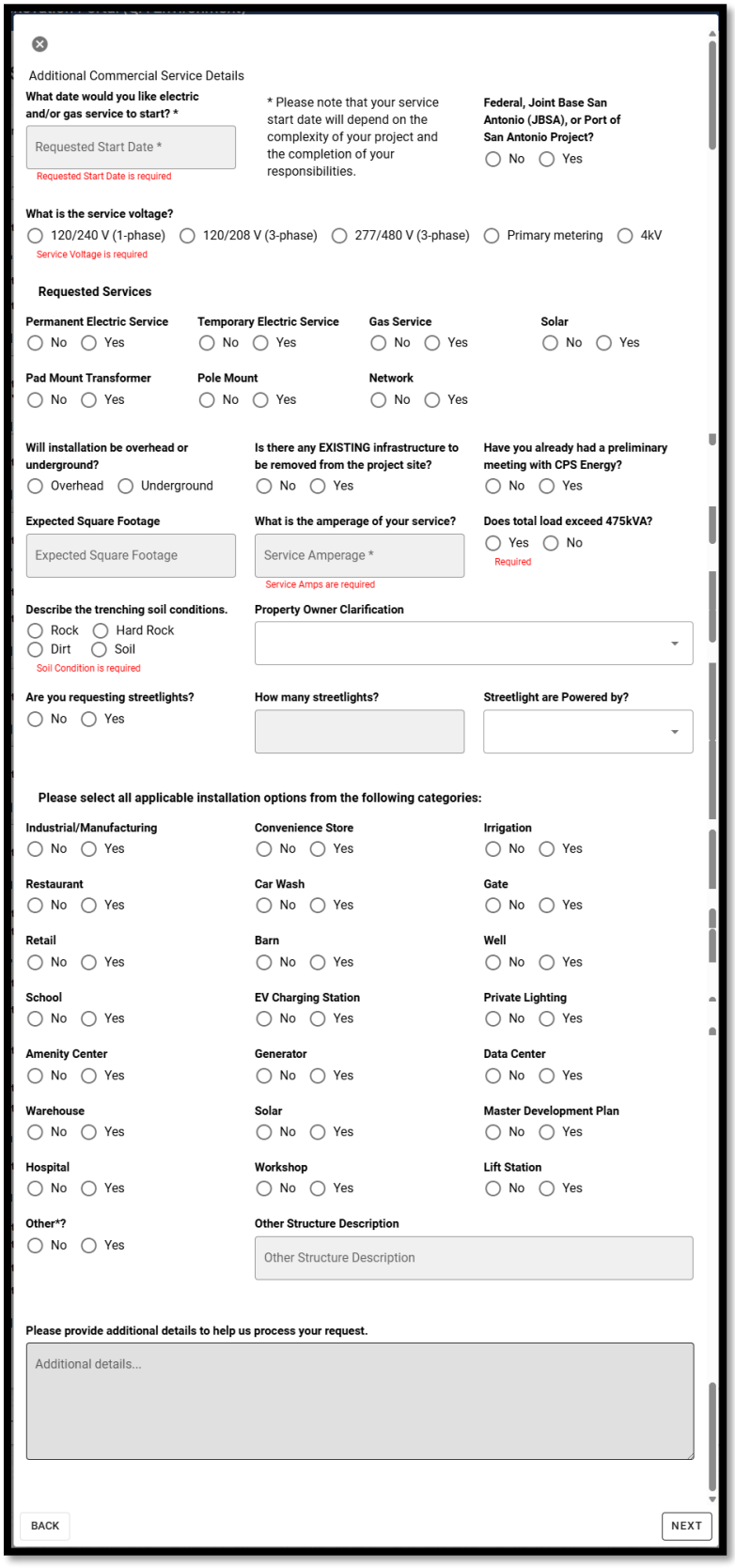
If the address you require is not returned in the query results, carefully review the address you entered, to ensure accuracy, then click the Request address creation checkbox. ***If requesting an address be created for temporary services***, please add "#T" to the **Apt/Unit/Bldg#** field. Enter the City (required), then click **NEXT**.



12. Select your service type and select your installation type. This screen will vary, depending on the kind(s) of service at the address. Choose the appropriate options, paying attention to those which are **Required**. Click **NEXT.**

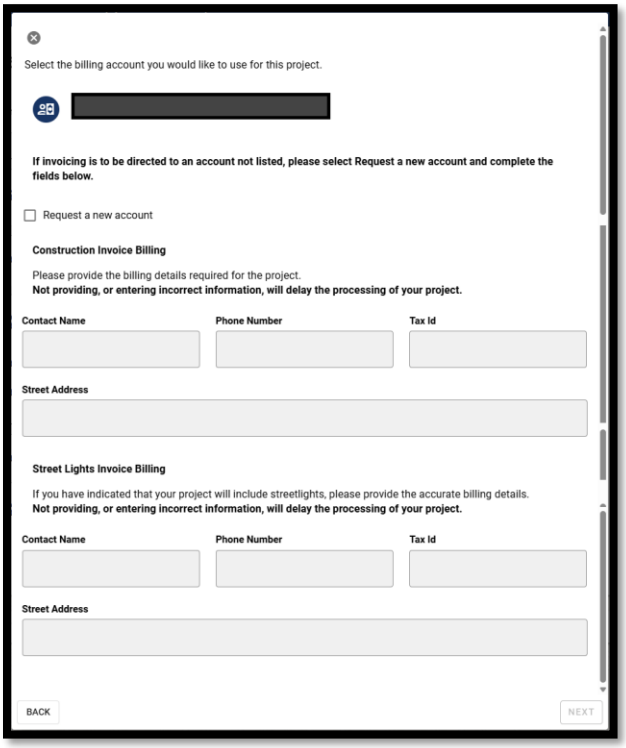


13. Enter Additional Commercial Service Details. Select all installation options that are applicable to your project. You may also provide additional details, if needed. Click **NEXT**.

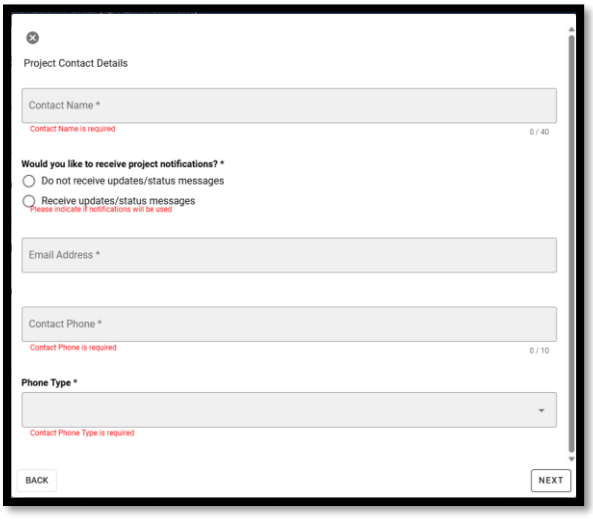


14. Select (click) the billing account (a green checkmark will appear in the upper, left-hand corner of the selected account), or request a new account to use for this project and fill the corresponding details. Click NEXT**.**

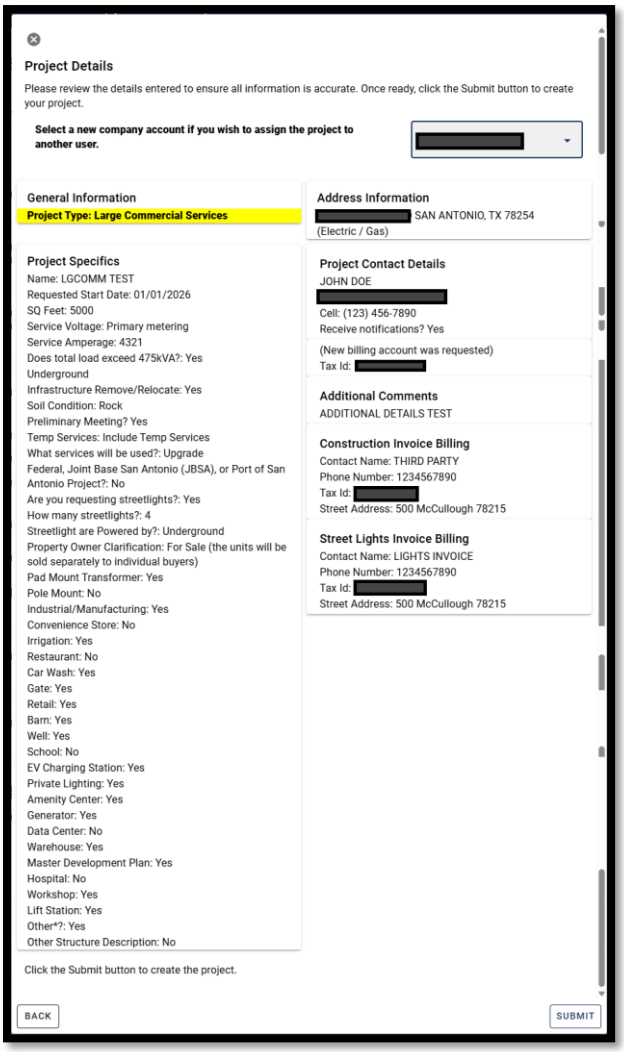
Please note**: If the billing account you wish to use is not listed on this page, STOP the current application entry and Request a New Account as a project type (step 9) and allow 24-48 hours for the data to be added to your portal account**. Requesting a new account during the application process will cause a project delay.



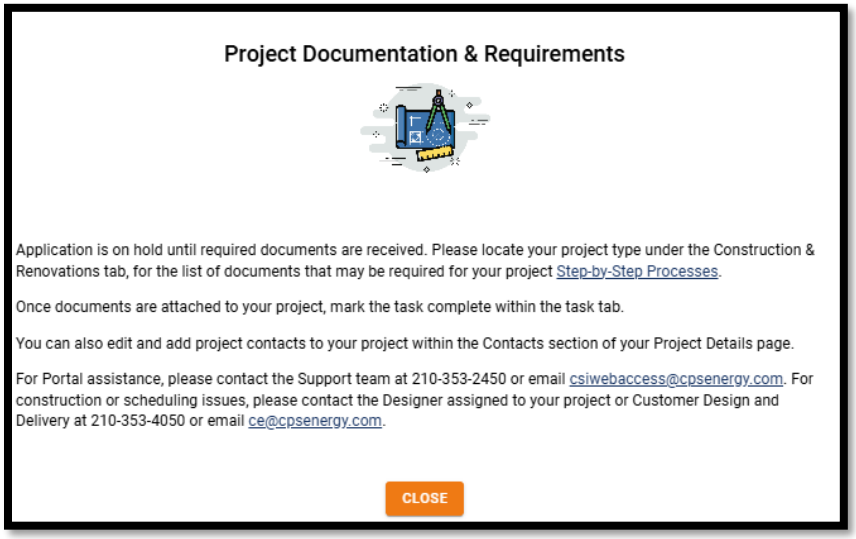
15. In the Project Contact & Billing Details, enter **Contact Name, if would you like to receive project notifications, Email Address, Contact Phone, Phone Type** and click **NEXT.**



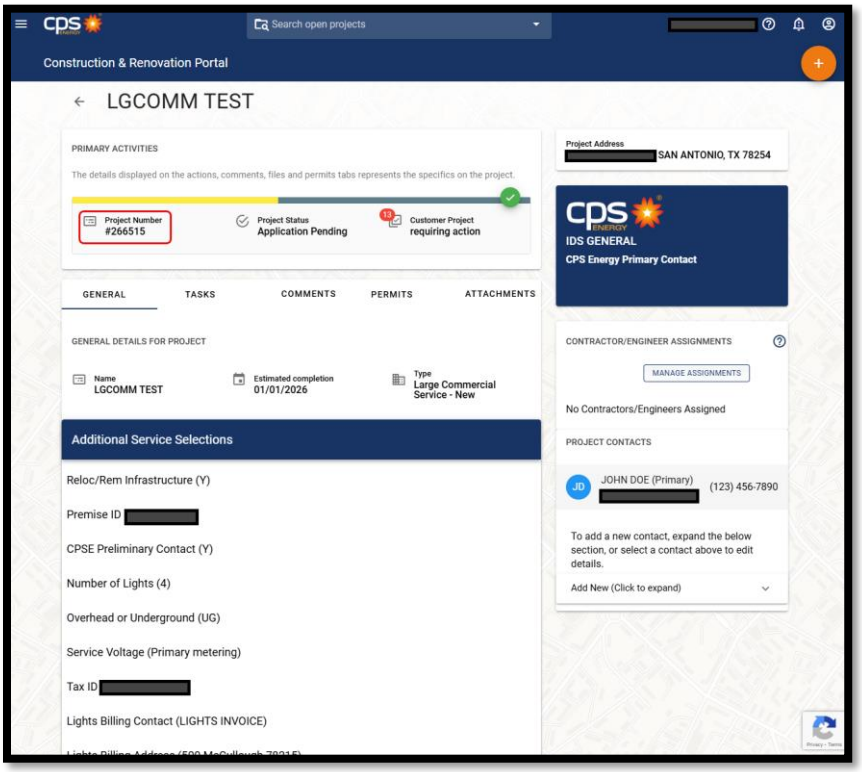
16. In the Project Details view, select the **account you wish to assign the project to** and verify all the project information is correct, then click on **SUBMIT.**



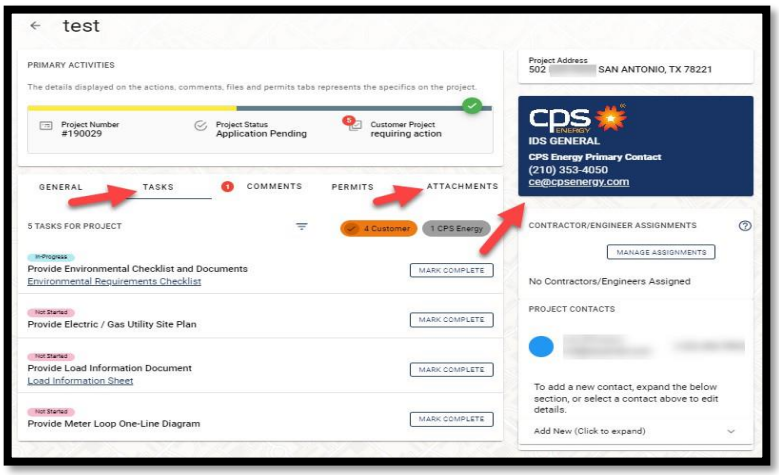
Note that Project Documentation may be required and can be uploaded at this time. Click CLOSE.



17. In the Project Details window, verify all your information is correct and log the Project number.



18. Click on TASKS to update information, upload documents in ATTACHMENTS and note the CPS Energy Contact information, if needed, for status or billing assistance. The contact information will be update when your Designer is assigned within the next 48 hours.



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)