



WELCOME

**CPS Energy
Quarterly Pole Attachment
Workshop**

November 19, 2021

Confidential Information Property of CPS Energy

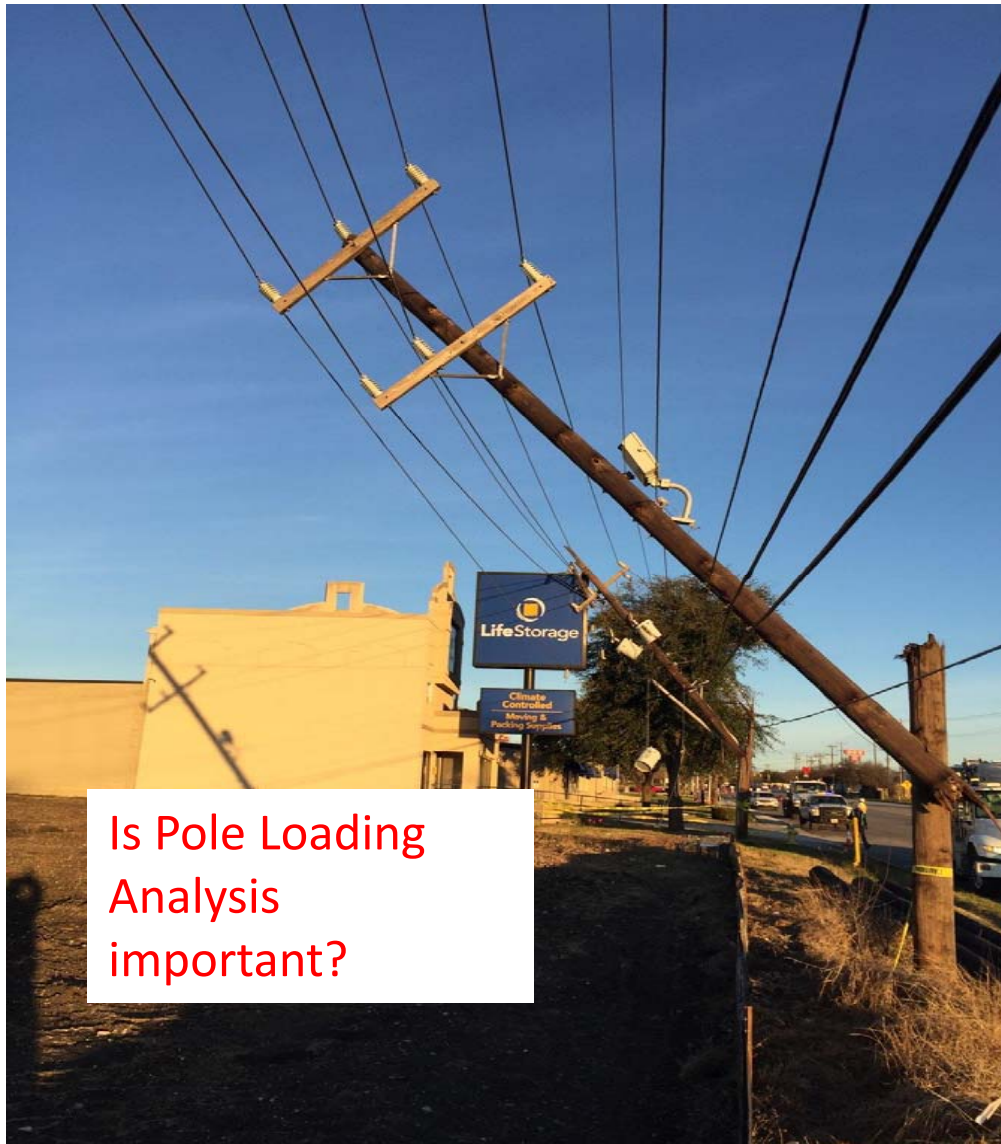
Safety



<https://www.youtube.com/watch?v=W6tW2P5iVZY>

Safety cont...





Agenda



1. General Topics

- Pole attachment contractors
- Pole attachment standards update
- Annual Pole Attachment Invoices
- Pole attachment applications

2. Work Manager

- New work manager Update "How to"
- Designer responsibilities

3. Wireline Attachment

- Wireline standards

4. Wireless Attachments

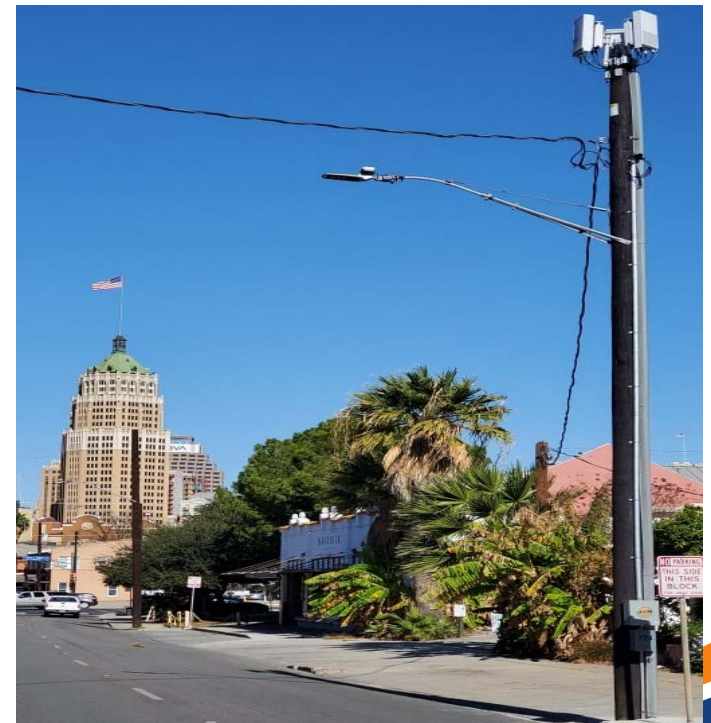
- Mock up
- Wireless Antenna Violations

5. Downtown/Residential Streetlight Project Updates

6. Customer Engineering Updates

7. CPS Energy Fiber Life Cycle Program

6. Questions

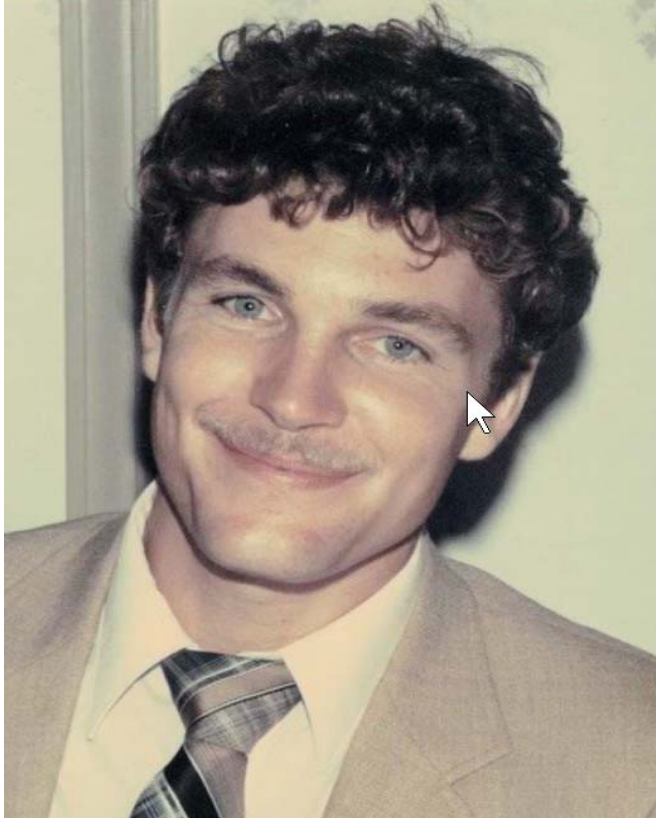


Pole Attachment Services Engineer, Jennifer Henriquez



- Jennifer is the pole attachment services engineer, she started with CPS Energy in 2019
- Jennifer previously held the engineer position for Utility Coordination
- Jhenriquez@cpsenergy.com

In Memory of



Chris Clowers



Richard Rodriguez

GENERAL TOPICS

Pole Attachment Services Website



- Register to receive quarterly meeting invites
- Updates on the pole attachment standards revisions
- Future quarterly workshops will be posted

Pole Attachment Services

CPS Energy Pole Attachment Program

CPS Energy's distribution system can facilitate the delivery of the variety of communication services offered today. With a streamlined pole attachment process, we're dedicated to partnering with companies to assist with speed-to-market processes for future technologies.

CPS Energy's Pole Attachment Services Office is the single point of contact for all who wish to attach infrastructure to our distribution poles.

The Pole Attachment Services Office is responsible for:

- Registration
- Attachment agreements
- Applications for new pole attachments or removals
- Surveys of existing attachments
- Billing and collections for all the above services

For questions or more information on the pole attachment process, [SEND US AN EMAIL](#).

CPS Energy has released the revised Pole Attachment Standards Version 5.0 (the "Standards") today, January 8, 2021, which include the integration of more detailed procedures for the downtown decorative streetlight and the residential streetlight wireless antenna installations. CPS Energy continues to work with stakeholders to ensure the adoption of best practices in the Standards to further streamline our processes and operations for the benefit of all attaching entities.

Version 5.0 of the Standards become effective January 8, 2021. The revised Standards will be posted on the [Pole Attachment Services page on CPS Energy's public website](#)

Thank you for your consideration and patience.



Subscribe to receive email updates:

If you would like to receive emails regarding CPS Energy's Pole Attachment Program, please click on the button below to register your contact information.



<h4>Future Meetings/Workshops</h4> <p>▶ TBD</p> <p style="text-align: center;">Map of Meetings/Workshops</p>	<h4>Pole Attachment Standards</h4> <ul style="list-style-type: none"> ▶ Pole Attachment Standards - V5 - Effective January 8 2021 ▶ Pole Attachment Standards - V4 - Effective Apr 1 2019 ▶ CPS Energy FCC Rate Calculation Support Jan 2021 ▶ CPS Energy FCC Rate Calculation Support Jan 2020 ▶ CPS Energy FCC Rate Calculation Support Jan 2019 (Revised 1-7-2020) 	<h4>Helpful Links</h4> <ul style="list-style-type: none"> ▶ Certificate of Authority (City of San Antonio) ▶ NJUNS ▶ Approved Contractors ▶ Pole Inspection Guidelines ▶ Exhibit A - Compensation Schedule <p><small>Special software is required to open PLA Client File links.</small></p>
<h4>Previous Meetings/Workshops</h4> <ul style="list-style-type: none"> ▶ Quarterly Pole Attachment Workshop: May 27 2021 ▶ Downtown Streetlight Pilot Project Update ▶ Quarterly Pole Attachment Workshop: Oct 2 2020 ▶ Quarterly Pole Attachment Workshop: Dec 13 2019 ▶ Quarterly Pole Attachment Workshop: Aug 15 2019 ▶ Quarterly Pole Attachment Workshop: May 9 2019 ▶ Quarterly Pole Attachment Workshop: Feb 7 2019 ▶ Quarterly Pole Attachment Workshop: Nov 8 2018 	<h4>Pro Forma Agreements</h4> <ul style="list-style-type: none"> ▶ Standard Pole Attachment Agreement (Pro-Forma) Revised July 2016 ▶ Wireless Addendum Final Revised Dec 2016 	<h4>Forms</h4> <ul style="list-style-type: none"> ▶ A1 Registration and Annual Reporting Form ▶ B1 Standard Pole Attachment Application ▶ B2 Standard Wireless Installation Application ▶ B3 Banner Attachment Application ▶ B4 Request for Pre-Certification of Wireless System

Approved Pole Attachment Contractors



- Engineering companies are currently at our maximum approval limit
- Engineering companies seeking approval will be placed on a waiting list
- CPS Energy will conduct quarterly reviews of companies to remove any companies not submitting pole attachment applications
- Companies removed will have to re-submit a letter from their Attaching Entity stating they will be doing work for them

Engineering	
1. Aeparmia Engineering	★★★
2. Amdocs	★
3. ArchComm, LLC	★
4. C&D Utility Consulting, LLC	★★★★
5. Cobb Fendley	★★★★
6. Davey Resource Group, Inc.	★★★★
7. DeBauche Comm. & Cons. Serv., LLC	★
8. Fullerton	★★★
9. LandDev Consulting, LLC	★★★★
10. LJA Engineering	★★★★
11. Nexius Solutions, Inc.	★★★★
12. PhaseLink Utility Solutions	★★★★
13. Precision Design & Drafting Inc.	★★★★
14. Quanta Utility Engineering Services	★★★★
15. Telecom Staffing, LLC	★★★★
16. TDC2, LLC	★
17. Texas Utility Engineering, Inc.	★★★★
18. TRC, Inc.	★★★★
19. TrueNet Communications	★
20. Teo Engineering Organization LLC	★
21. Jacobs Telecommunications, Inc	★
22. Rocky Mountain West Telecomm	★

★ Option 1: Pole Loading Analysis (PLA) & Application submittal

★★ Option 2: Make ready engineering

★★★★ Option 3: Pole Loading Analysis (PLA), Application submittal & Make ready engineering

Pole Attachment Services -Electrical Make Ready Training Classes



- To date, CPS has held 6 trainings with more than 20 plus companies
- Future Proposed Trainings – Please submit the name and company to get on the list for next available training
 - Date?
 - Duration: 5 days – Mon - Fri
 - Location – Virtual / 4514 Frank Bryant?
- For more information please email poleattach@cpsenergy.com



FOR CPS USE ONLY							
Approved By				40299999 (Make Ready)			
Title							
Telephone number							
Approval Date							
Date	8/28/2018	Attaching Company	Attacher	Number of New attachments	0	Total Pole Load Analysis	0
City/Township	San Antonio	Application Number		Number of Overlashes	5	One Touch Simple	1
State	Texas	tag# - gear - unique client app. #	2-2018-999999	Total Poles	5	One Touch Complex	0
Address Street Address	5000 W Military Dr Bldg B			Number of Removals	0	Total One Touch	1
X-Coordinates	29.366684	By	Designer	Proposed Cable Count	1	Attacher Cable Information	
Y-Coordinates	-98.597255	Title	Telecommunications Planner	Proposed Cable Diameter	0.500"	Existing Cable Count	1
		Telephone number	210-999-9999	Proposed Cable Weight	0.072 lbs/ft	Existing Cable Diameter	2"
						Existing Cable Weight	1.17 lbs/ft

Operation Number	Attachment Action: (I) nstalling (R) emoving (E) xisting	Pole Owner	Pole #	Pole Structure	Proposed Riser (Yes/No) & Qty	Proposed Guy (Yes/No) & Qty	PLA (%) with proposed attachment	Constructio n Grade of Analysis	Existing Mid-Span Data		Make Ready Data			One Touch Transfer: Simple or Complex	Remedy Description and Explanation/ Additional Comments/Variance Requests	Responsible Party: Attacher (Make Ready) or CPS (Upgrade)	Existing CPSE Red Tag on Pole	Pole Data Missing in GIS (if yes fill out Missing Pole Data worksheet)	
									Height Lowest Comm	Height Lowest CPS Electrical	Attacher Description	Attachment Height							Mid-Span (same span as existing)
												Existing	Proposed						
1	(E)xisting	CPS	PL494764	Wood, 55, 2	No	No			Back Span	Back Span	Neutral/Service	26-6			None		None	No	Yes
									To: Southeast	465211	Drip Loop	24-11							
									17-11	26-11	ANSL Top	24-5							
									Forward Span	Forward Span	ANSL Bottom	24-1							
									To: DP 2	499693	ANSL Drip Loop	23-10							
									17-5	25-4	New Attacher (2)	22-3	20-6						
									To: Northeast	471155	AT&T (3)	18-4							
									N/A	20-11	AT&T (3)	15-11							
									To: Southwest	506789									
N/A	24-7																		
To	#																		
2	(E)xisting	CPS	PL499693	Wood, 55, 2	No	No			18-4	25-3	Neutral/Service	24-5		Simple	Raise Drip Loop	Attacher	No	No	
											Drip Loop	22-7	24-5						
											New Attacher (2)	22-9	21-1						
											AT&T (3)	21-6	20-1						
											AT&T (3)	18-11							
									To: South	Building									
N/A	17-6																		

Pole Attachment Standards V6.0 Updates



CPS ENERGY

POLE ATTACHMENT STANDARDS

- Pole Attachment Services continues to work diligently with stakeholders to ensure the Pole Attachment Standards improve operations for all Attaching Entities
- Pole Attachment Services is planning to release the Pole Attachment Standards V6.0 early in 2022 for comments
- Pole Attachment Standards V6.0 will be published soon after comments have been reviewed



Annual Pole Attachment Invoice

- There are attaching entities that have not paid their 2021 annual pole attachment invoices, we need those paid as soon as possible
- CPS Energy will be sending the 2022 Pole Attachment Invoices to each Attaching Entities having permitted Wireline, Wireless and Banner Attachments in January 2022
- CPS Energy is required to use the FCC telecom pole attachment rate formula to set the annual rates
- Please send any updates to the billing address if anything has changed or need to be updated before December 15, 2021



New Internal GIS Web Link



<https://gisweb.cpsenergy.com/Web/index.html?viewer=GISViewer>

The screenshot displays the CPS Energy GIS Viewer interface. At the top, there is a dark blue header with the CPS Energy logo on the left, the text "GIS Viewer" in the center, and a "Global Search..." input field on the right. Below the header is a navigation menu with tabs for "File", "Home", "Map", "Tools", and "Tracing". A toolbar contains icons for "Layer List", "Filter", "Upload Data", "Add Layers", "Layer Catalog", "Linked Maps", and "Time Slider". On the left side, a "Layers" panel is open, showing a list of electrical infrastructure layers under the "Electric" category. The list includes: Primary Meter, Bus Bar, Transformer (checked), Voltage Regulator, Riser (checked), Street Light (checked), Support Structure (checked), SubStation, Underground Structure (checked), Primary (checked), Secondary (checked), Conduit System, Transmission, and Landbase (checked). The main map area shows a street grid with various buildings and green spaces. Overlaid on the map are green lines representing electrical lines and blue lines representing other infrastructure. A blue tooltip with the text "I want to..." is visible over one of the green lines. The map includes a scale bar at the bottom left (0 to 200ft) and a copyright notice at the bottom right: "BCAD, Texas Parks & Wildlife, Esri, HERE, Garmin, INCREMENT P, USGS, EPA, USDA".

Application Rejections

- **Application missing required information**
 - CPS Energy pole number (PL#) missing on application (New Attachments ONLY)
 - Make ready not called for on the application
 - Missing required attachments at submittal of application
- **Mistakes on Pole Loading Analysis**
 - All existing violations on pole are not fixed or new creates a new violation
 - Incorrect construction grades
 - Missing cables on pole
 - Incorrect cable tensions
 - Mid-Span clearance issues
- **21 Day application review will reset with every application rejection**
- **Contractors should NOT change the attaching entities application name**
 - Attaching Entities do not know what applications CPS Energy is referencing because the application name was changed by the engineering contractor when applying for attachment

Application Submittals/Post Inspections



- **Wireless/Wireline applications must reflect ALL (existing and proposed) attachment location heights to verify proper clearances are met**
- **Notice of new attachment completion must be submitted within 90 days in order for CPS Energy to do the post inspection and issue the pole attachment permit**
- **Recommendation for wireless post inspections is to notify TRC/EN Engineering to do the post inspections before the meter is installed to avoid an outage and higher cost to remedy the gig**
- **Auto-post-fiber-inspection will be implemented if no post construction communication has been sent to EN Engineering and/ or TRC**

WORK MANAGER

Work Manager System Demonstrations




- CSI Team has two demonstrations of some general use & navigational functions within ARM 2.2
- General Navigation Basics → Navigation → Basics WebEx
- General Navigation Views and Tasks → General Navigation → Views and Tasks WebEx

A screenshot of the CPS Energy Connect web application. The browser window title is 'WR Detail 40173800 - Internet Explorer'. The user is identified as 'User Id: JMLOPEZ, User Name: 'JESSE M LOPEZ', Type: Company'. The main content area is titled 'Work Request Detail 40173800' and contains a 'General' tab with various fields. The fields are organized into two columns. The left column includes: *WR No (40173800), Contact Name (empty), *WR Type (PALMR), *Address (2787 WINFIELD SCOTT RD., FORT SAM), *Priority (C3), Customer Ready Date (06/10/2019), Description (TWC#1594790 - MR), *Local District (UCE), and *Work Group (CPS). The right column includes: *WR Status (APPR), Contact Phone ((999) 999 - 9999 x 99999), *Classification (CAPITAL), Directional Address (empty), *Requested Completion Date (05/18/2018), Earliest Appointment Start (MM/DD/YYYY), Latest Appointment (MM/DD/YYYY), WR Owner Name (CCA), and Design Estimate (2319.20). There are also buttons for Attachments, Copy, Refresh, Save, and Close at the top right of the form area.

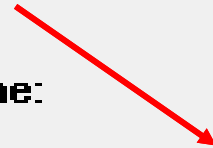
Designer Responsibility

The Designer (design company) is the owner of the Work Order and GIS Design from creation through AsBuilts

- Make sure designer's initials are indicated under Work Request Owner to ensure delivery of emails as tasks are completed

[-]  WR 40358525: DSGN, 12/23/2019, PALMR, CAPITAL, 9603
 [+]  Task 1000: C, M, REQ, 10/24/2019, 10/24/2019, APDM, I

WR No: WR Type:
 WR Name:
 Owner:



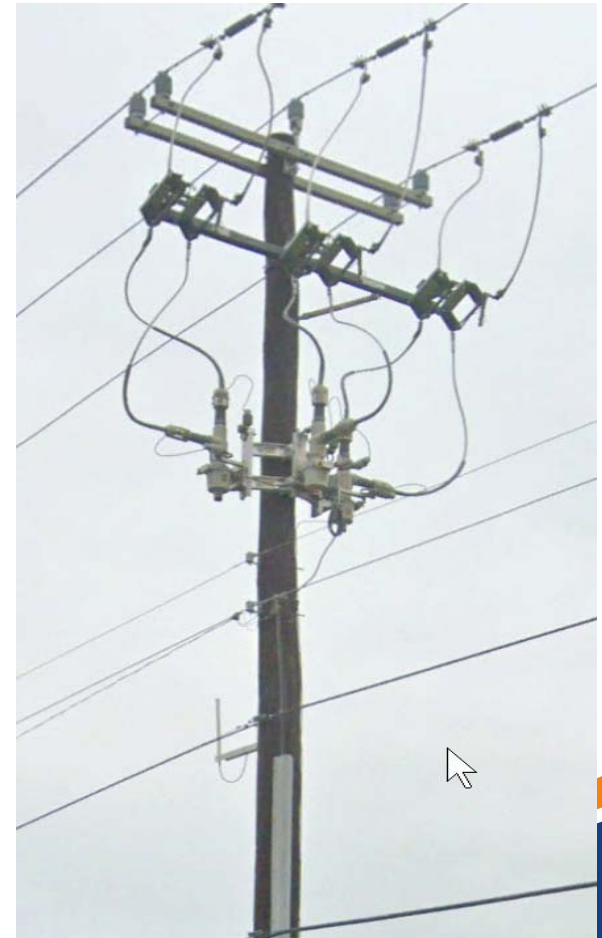
Designer responsibilities cont...

- **Designer (design company) is also responsible for field survey and staking for locates (design & construction)**
 - Mark poles to be located
 - Stake location of new pole placement correctly
 - Must be available to meet foreman for any field questions
- **Designer must coordinate the tree trimming around the power space by contacting Isidro Bonilla at 210-353-5243, IBONILLA@CPSENERGY.COM**

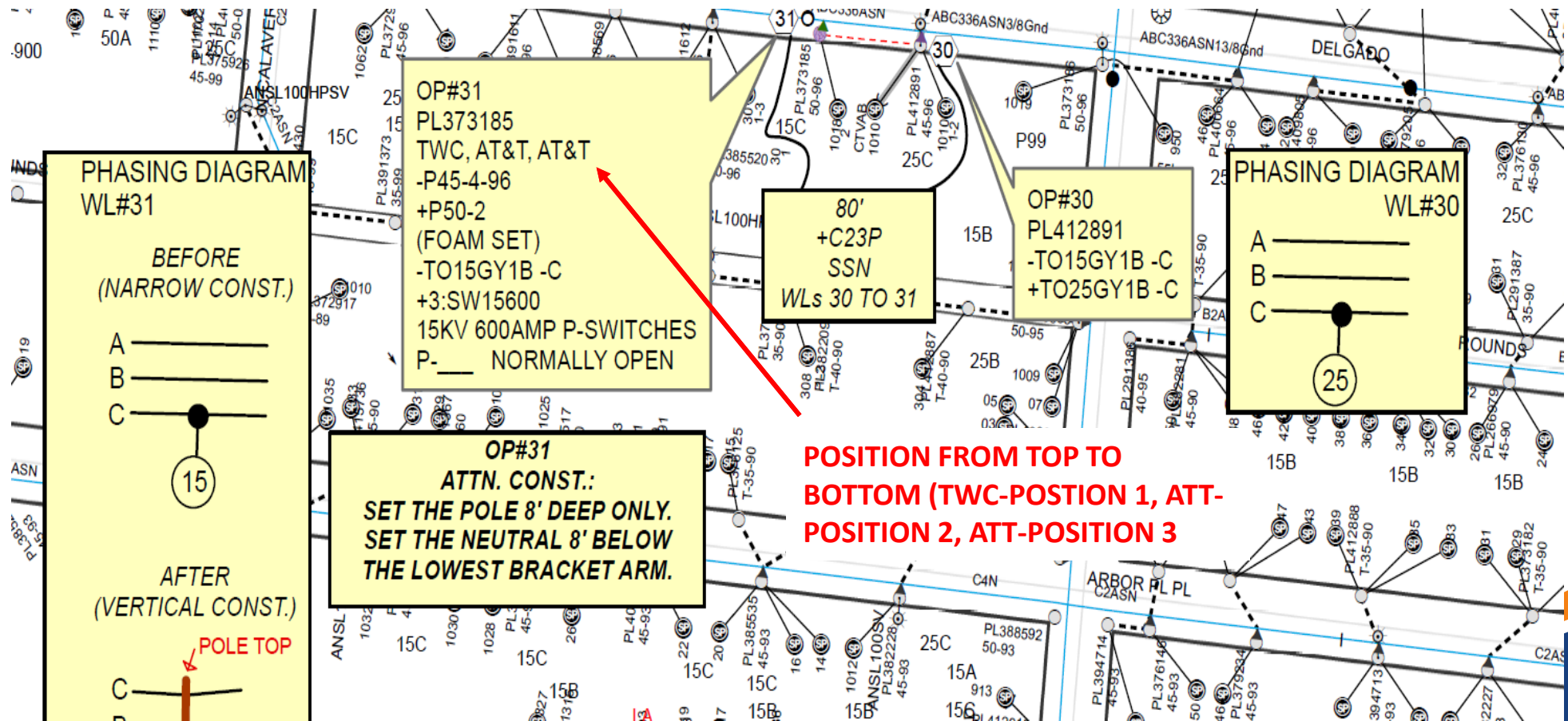


Designer responsibilities cont...

- Designer (design company) is responsible for coordinating the field meeting for the Recloser antenna adjustment for the proposed remedies with Antonio Rodriguez at 210-353-5703, ABRodriguez@CPSEnergy.com
- Designer must upload approved email from Antonio into Work Manager task 2360



JOB SKETCHES

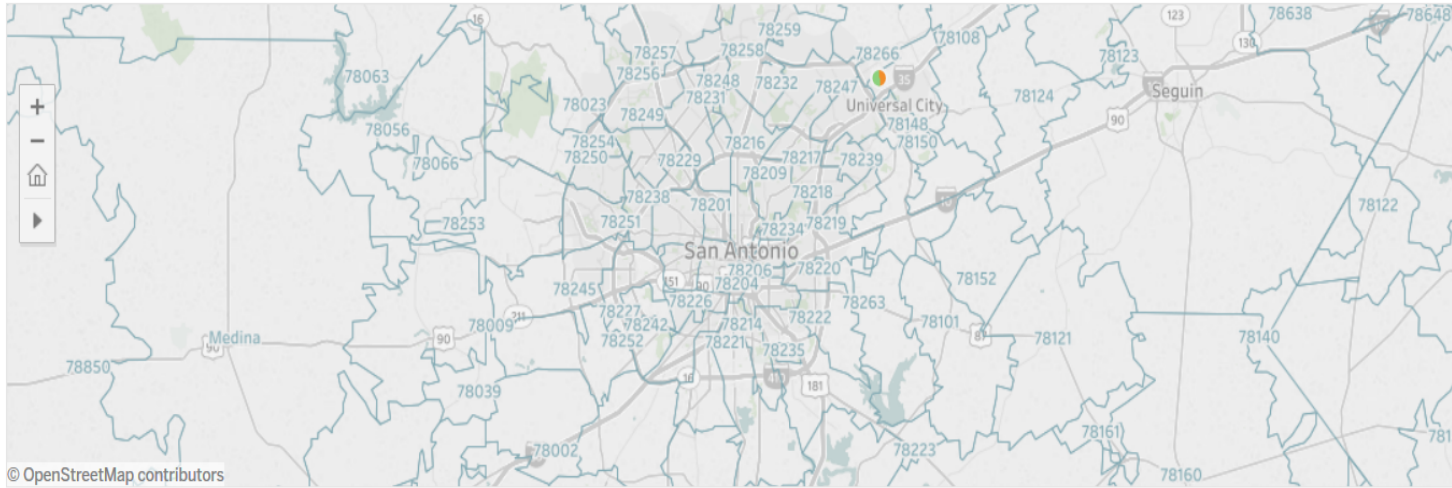


WIRELINER ATTACHMENTS

Attachment Owner

- AT&T/SBC
- Charter

Pole Attachments



Facility ID
 PL254 ▼

Attach Owner
 (All) ▼

Pole Owner
 (All)
 CPS

Cancel
Apply

List

Facility ID	Age	Pole Owner	Inspection Date	Attach Position	Attach Owner	Contact Person	Phone Number	Email Address
PL254	14	CPS	11/2/2016	1	Charter	Frank Cyprian	210-352-4312	frank.cyprian@charter.com
						Joel Gonzales	210-582-9357	Joel.Gonzales@charter.com
						Paul Edelen	210-352-4301	paul.edelen@charter.com
						Ricardo Valadez	210-352-4309	ricardo.valadez@charter.com
						Rick Grosso	210-582-9025	rick.grosso@charter.com
						2	AT&T/SBC	Phillip Austin-CIVIC

For questions regarding this dashboard please contact Dulia Rius ~ ddrius@cpsenergy.com ~ 210.353.2078

Communication Fiber Placement



- **Wireline routes should follow existing CPS Energy pole lines**
- **Attachers shall place their fiber on the same side of the pole as CPS Energy Fiber**
 - Failure to do so, causes a safety issue for CPS Energy linemen that have to climb these poles
 - Attaching to the same side of the pole allow for a smoother transition when replacing poles



Communication Transfers

- CPS Energy continues to stress the importance of communication transfers
- CPS Energy receives numerous complaints per year regarding double wood and braced poles
- These issues pose huge safety concerns for CPS Energy
- The violation pictured to the right was reported to the Public Utility Commission of Texas which required an official response from CPS Energy

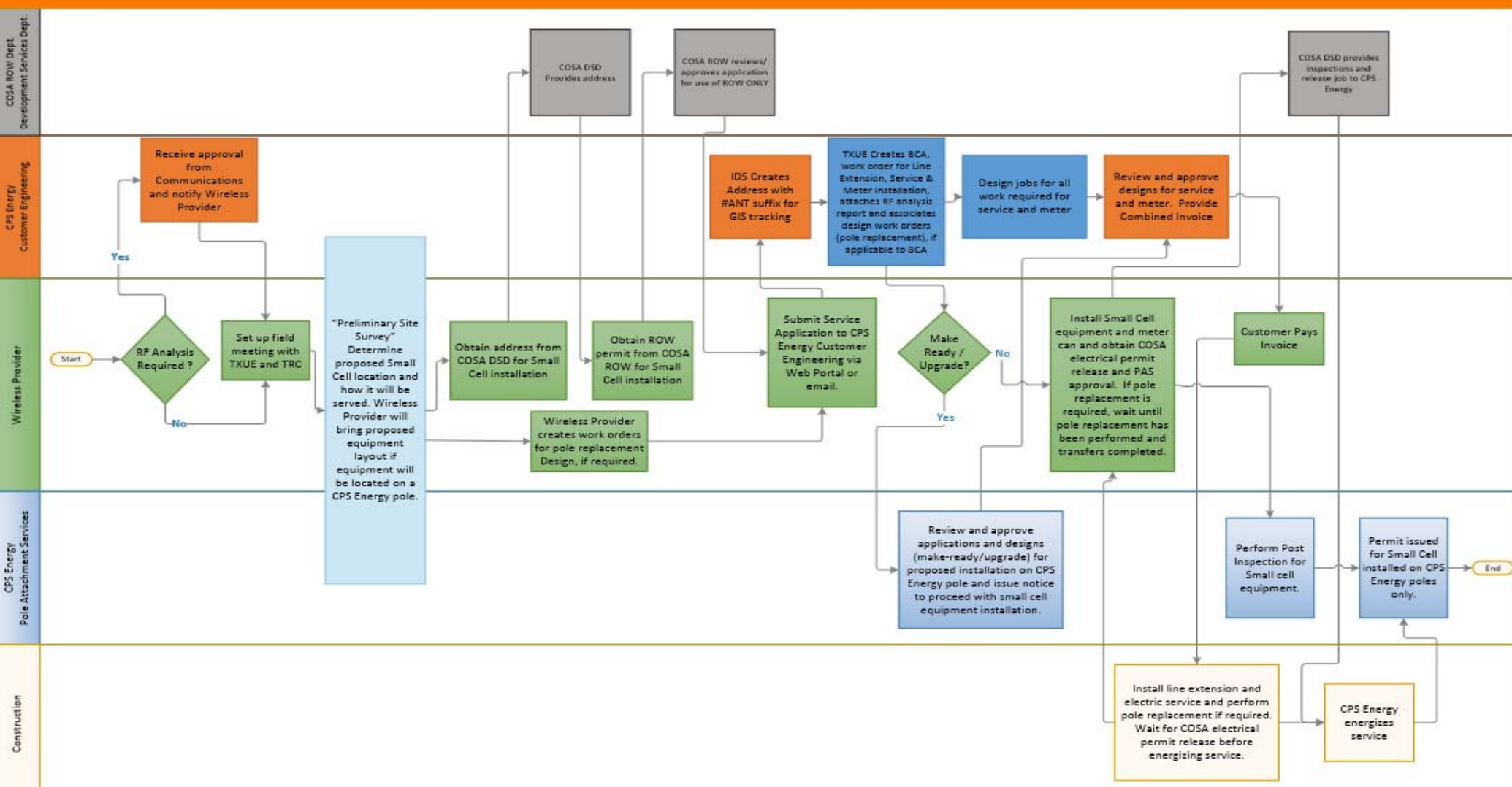


Temporary Attachment Form (B7) & Waiver Request

- Approved engineering company must coordinate site meeting with EN Engineering and/or TRC
- Pole application must be submitted with the proposed attachment height for each temporary attachment for CPS Energy to review
- A **signed** temporary attachment request must be submitted with the pole attachment application
- Waivers must be submitted with the pole attachment application or the application will be deemed incomplete and rejected
- All requests must meet NESC clearances in order to be approved for temporary attachment

WIRELESS ATTACHMENTS

Wireless Installation: CPS Energy Pole



Mock up requirements

- Mock ups are required
- Wireless antenna installations must mirror the approved mock up installation or will be rejected



Wireless Antenna Installation Violations

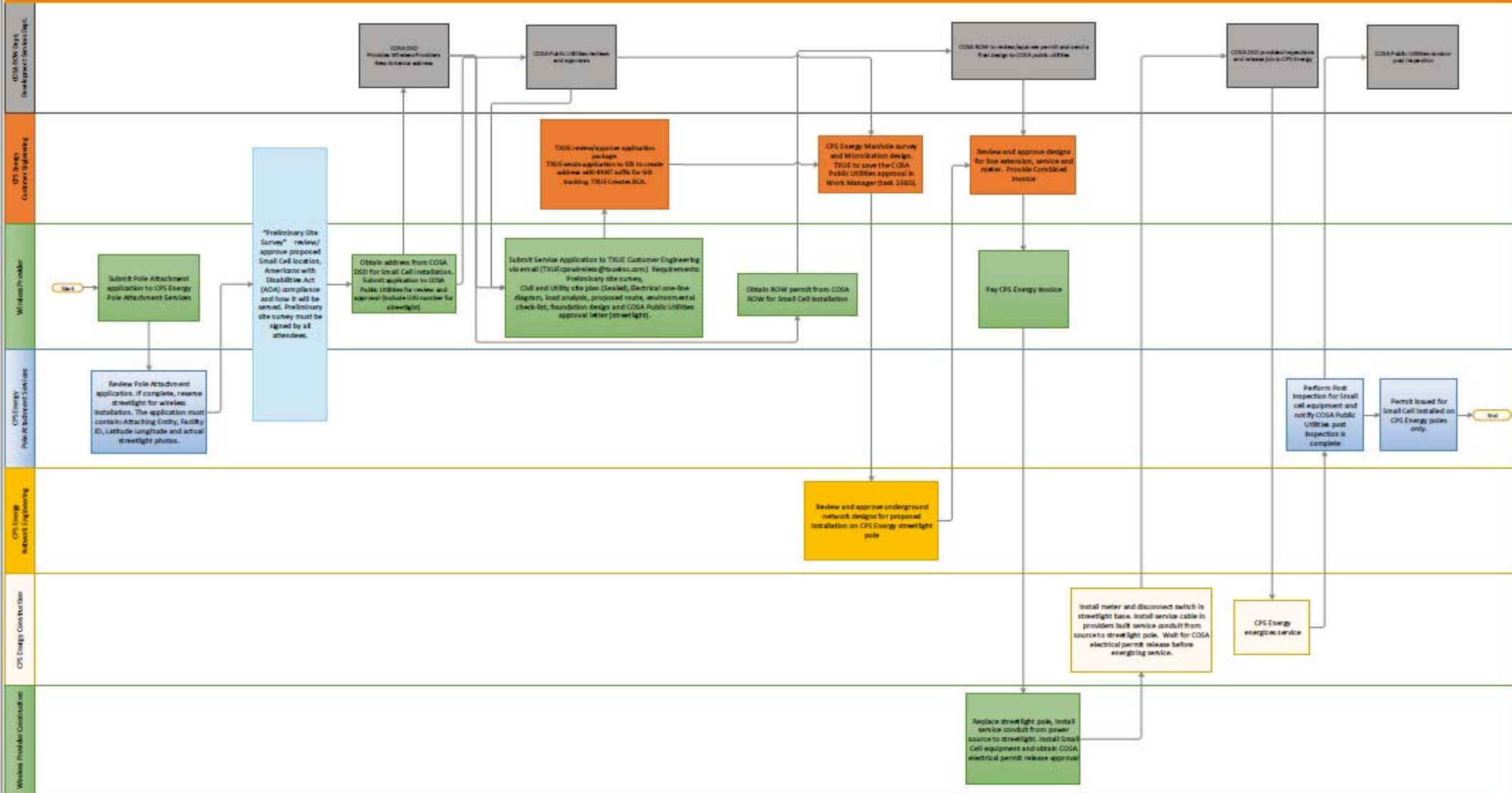


- EN Engineering and/or TRC are working with the wireless providers and customer engineering to start making the necessary adjustments on the weather head violations
- Clearance violations due to weather head installed too low
 - 40" clearance not met to the communication companies
- Communication companies fiber make ready needs to be done prior to the wireless antenna installation, using the one-touch process for simple transfers

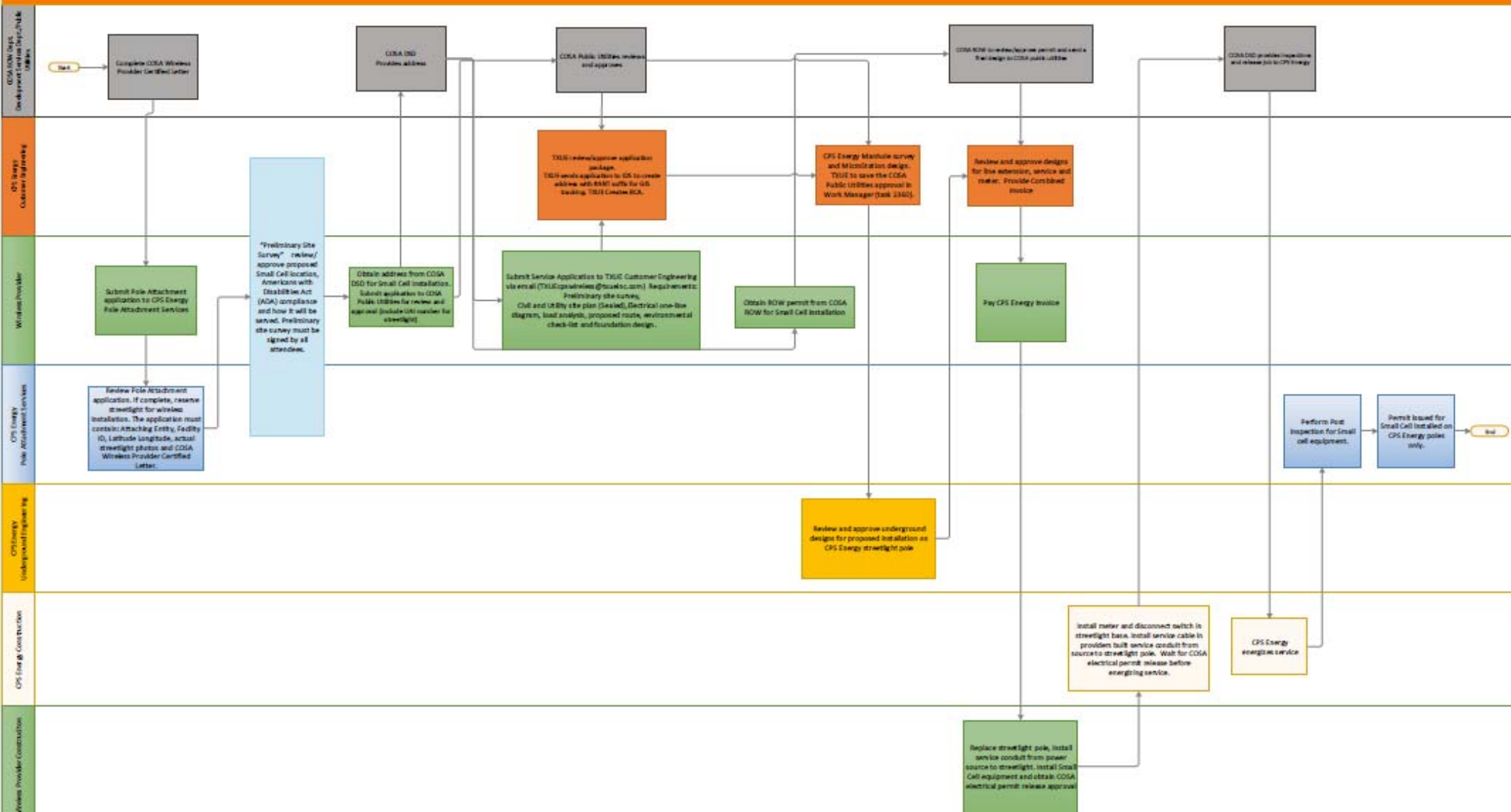


DOWNTOWN DECORATIVE AND RESIDENTIAL STREETLIGHT UPDATE

Wireless Installation: CPS Energy Downtown Decorative Streetlight (9/18/2020)



Wireless Installation: CPS Energy Existing Residential Streetlight (CommScope) (11/19/2020)



Downtown Underground Fed Streetlights Update



Team 1 update

- Applications Submitted – 109

Team 2 update

- Applications Submitted – 90

Team 3 update

- Applications Submitted – 36



Residential Streetlights Update



Team 1 update

- Applications Submitted – 37

Team 2 update

- Applications Submitted - 4

Team 3 update

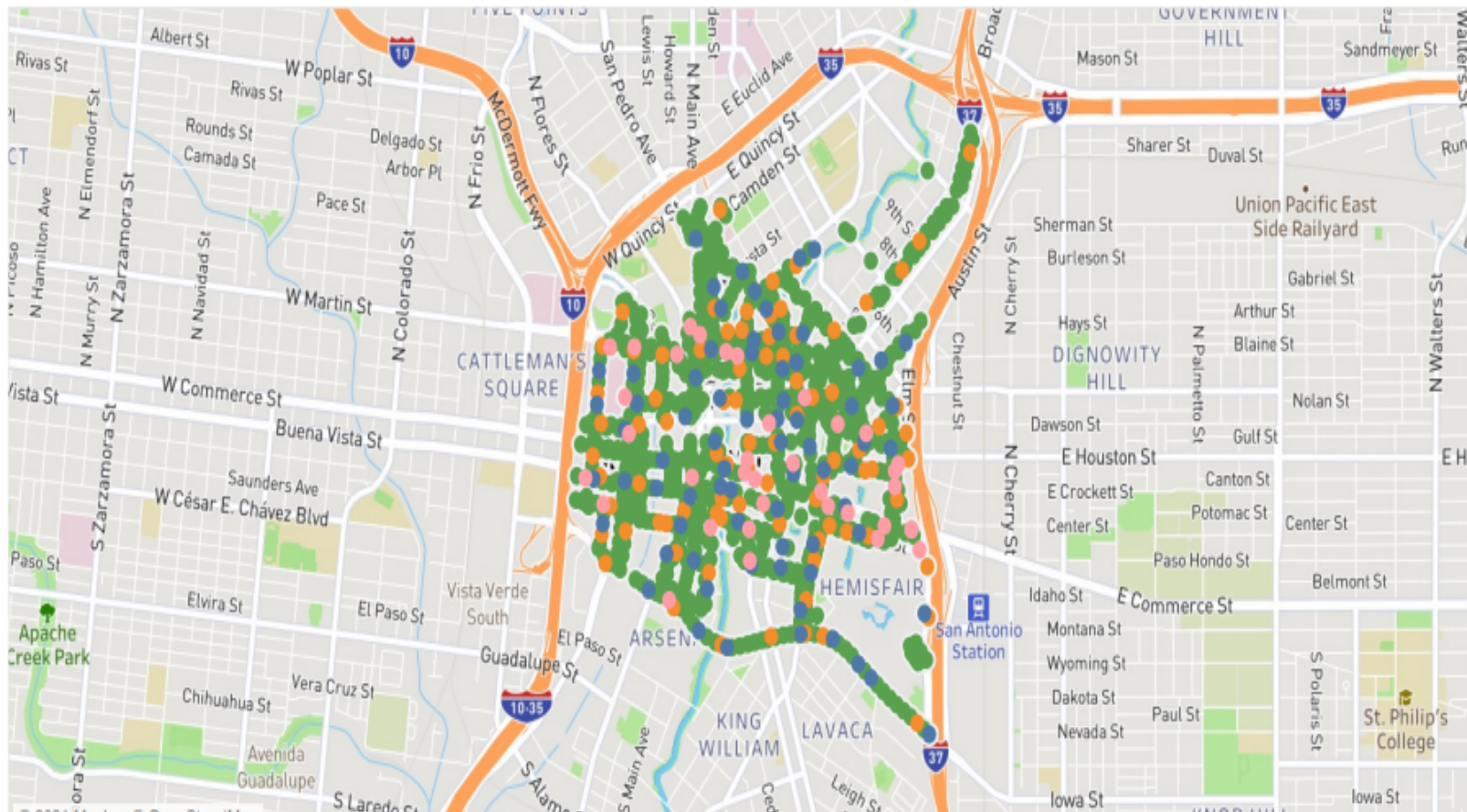
- Applications Submitted – 0



Dashboard for Downtown Streetlights

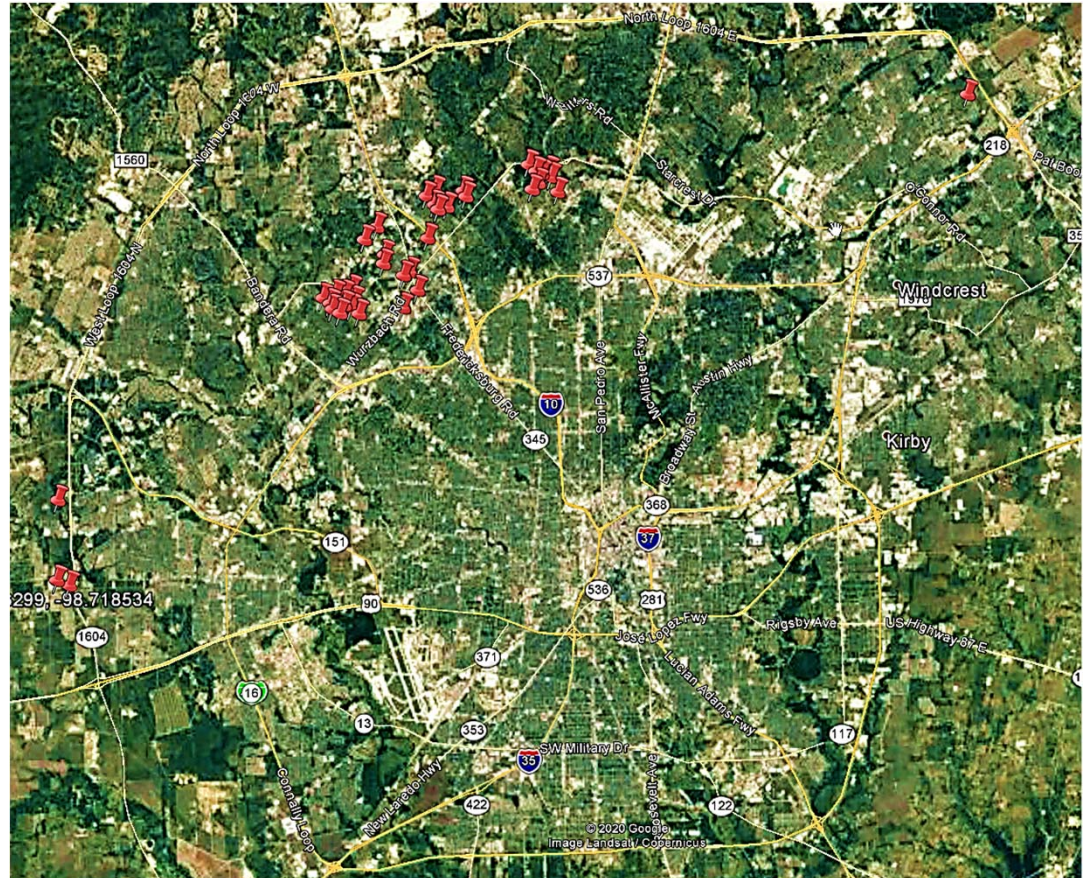
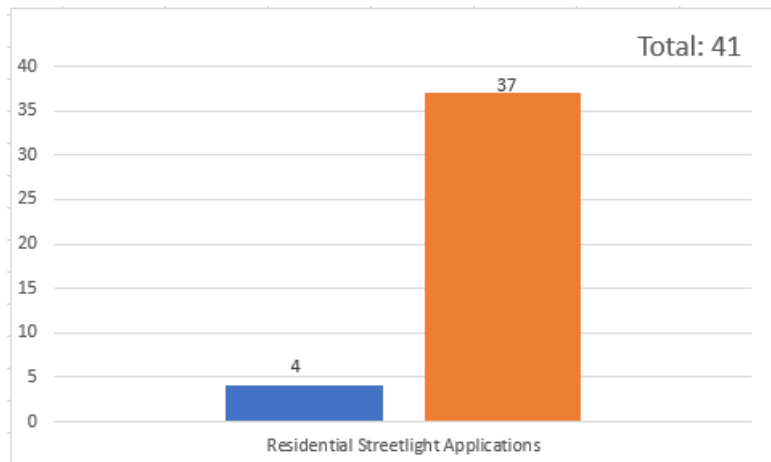


Downtown Underground FED Street Lights Refreshed on November 19, 2021



Dashboard for Residential Streetlights

The residential streetlight application process was released in V5.0 of the Pole Attachment Standards



Customer Engineering Web Portal

CPS Energy Customer Engineering Portal Website

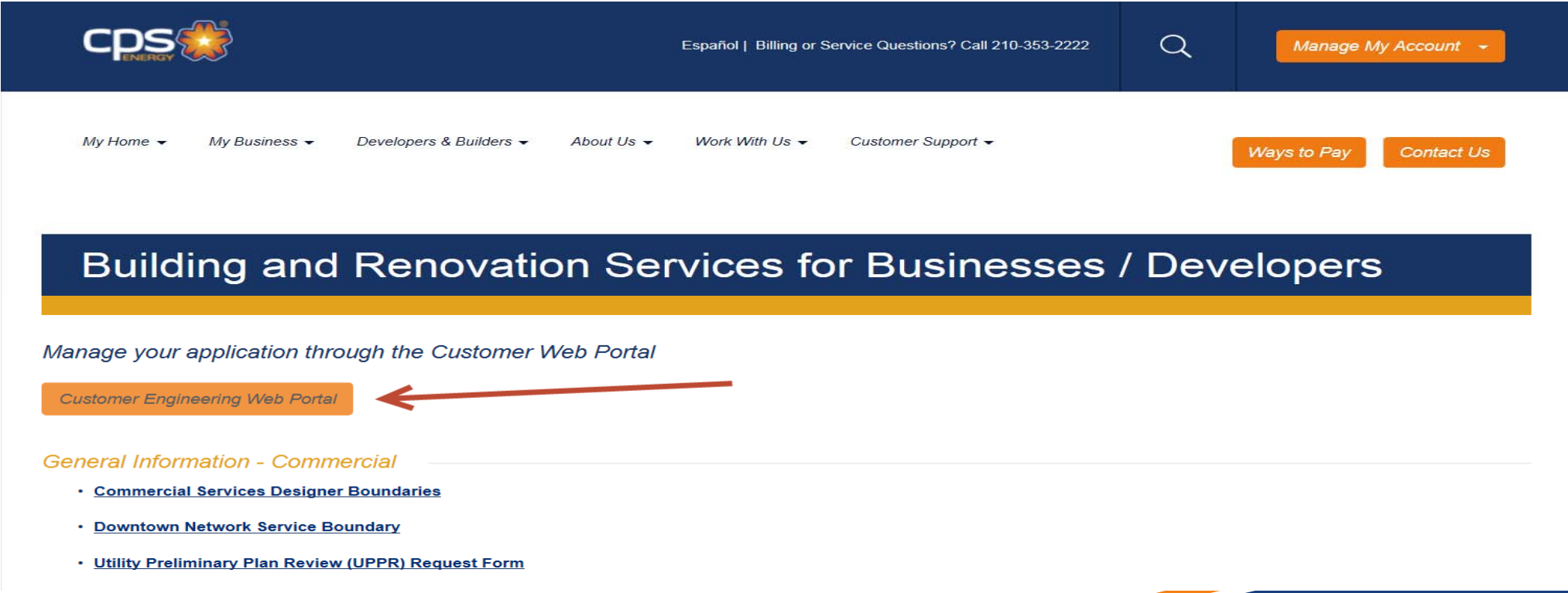


- Go to www.cpsenergy.com
- Click on Building & Renovation Srvs for Businesses/Developers

A screenshot of the CPS Energy Customer Engineering Portal website. The top navigation bar is dark blue with the CPS Energy logo on the left, the text "Español | Billing or Service Questions? Call 210-353-2222" in the center, and a search icon on the right. Below the navigation bar, there are several menu items: "My Home", "My Business", "Developers & Builders", "About Us", "Work With Us", and "Customer Support". The "Developers & Builders" menu is expanded, showing a list of services: "Business Customer Engineering", "New Infrastructure", "Distributed Generation", and "Safety on the Job". The "Business Customer Engineering" service is highlighted, and a red arrow points to the "Building & Renovation Srvs for Businesses/Developers" option. Other options include "Building & Renovation Srvs for Homeowners/Builders", "CSI", and "Pole Attachment Services". To the right of the menu, there are two orange buttons: "Ways to Pay" and "Contact Us". Below the menu, there is a "Manage My Account" section with input fields for "Username" and "Password", a "Log In" button, and links for "Enroll My Account" and "Forgot Password?". At the bottom, there is a banner for "THERMOSTAT REWARDS" with the text "for your Business or Home" and a "Learn More" link.

Web Portal Overview


- Click on Customer Engineering Web Portal



The screenshot shows the top navigation bar of the CPS Energy website. It includes the CPS Energy logo, a search icon, and a 'Manage My Account' button. Below the navigation bar is a secondary menu with links for 'My Home', 'My Business', 'Developers & Builders', 'About Us', 'Work With Us', and 'Customer Support'. There are also 'Ways to Pay' and 'Contact Us' buttons. A large blue banner reads 'Building and Renovation Services for Businesses / Developers'. Below this banner, the text 'Manage your application through the Customer Web Portal' is displayed. A red arrow points to the 'Customer Engineering Web Portal' link in the main content area. Underneath, there is a section titled 'General Information - Commercial' with a list of links: 'Commercial Services Designer Boundaries', 'Downtown Network Service Boundary', and 'Utility Preliminary Plan Review (UPPR) Request Form'.


Web Portal Overview

- Check Work Request Status (No login required)


Customer Engineering: Call (210) 353-4050 (7:30am-4pm M-F)

SIGN IN →

[Forgot Username/Password?](#)
[Contact Customer Engineering](#)



For more information on our new enhancements, [click here](#).

Customer Engineering Web Portal

The fast, easy way for you to manage your work requests with CPS Energy!

<p>Relevant Links</p> <p>Click Here to Enroll</p> <p>Service Request Required Documents</p> <p>Click Here to Pay Construction Invoices</p> <p>Click Here to Check Project Work Status (No login required) ←</p>	<p>Guides & Forms</p> <p>Customer Web Portal User Guide</p> <p>Web Portal Authorization Form</p>
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****** New Enhancements to Customer Web Portal ******

We are happy to announce the following easy-to-use features are now available to you through the CPS Energy website and the Customer Engineering Web Portal:

- * Gas Rough-In Process Improvement
- * CoSA Website Link
- * Public Project Status Webpage
- * Online Payments

If you experience technical issues or have questions, please call 210-353-2450 or email csifedback@cpsenergy.com.

If you're not completely satisfied with the service you are receiving from CPS Energy, we want to hear from you at 210-353-4001.

CPS Energy: Customer Engineering Work Status

Please select how you would like to lookup your work details. You may use the project number, a specific work request number or the street address on the project.

Search Type

Project Number

Work Request Number

Address

CPS Energy: Customer Engineering

Development Checklists

Residential Development
Residential Accelerated Services
Residential Remodel
Large Commercial
Multi-Family Services

Standards

2012 Electric Service Standards (w/ amended Section 600)
2012 Electric Service Standards - Section 600
Summary of Gas Service Standards

Documentation

Customer Contact List
Multi-Family Construction Options and Criteria
Customer Engineering ACH Payment Option
Plan Review Request

Maps & Boundaries

CPS Energy Gas Availability Map
Downtown Network Service Boundary
Commercial & Residential Services Designer Boundaries
CPS Energy Gas Availability Map

Contact Us

Call
(210) 353-4050 (7:30am-4pm M-F)
Email
customerengineering@cpsenergy.com
Email
ce@cpsenergy.com
Mail
P.O. Box 1771, San Antonio, TX 78296

Web Portal Overview



For assistance, please call: (210) 353-4050 (7:30am-4pm M-F)

CPS Energy: Customer Engineering Work Status

Please select how you would like to lookup your work details. You may use the project number, a specific work request number or the street address on the project.

Search Type

Project Number

Work Request Number

Address

Provide the number associated to the specific work request you would like to view.

Work Request Number *:

40092696



Search 

CPS Energy: Customer Engineering

Web Portal Overview



For assistance, please call: (210) 353-4050 (7:30am-4pm M-F)

CPS Energy: Customer Engineering Work Status

← Back

+ Work Request (40092696) BOERNE STAGE RD SAN ANTONIO - In Design

CPS Energy: Customer Engineering

Web Portal Overview



For assistance, please call: (210) 353-4050 (7:30am-4pm M-F)

CPS Energy: Customer Engineering Work Status

[← Back](#)

— Work Request (40092696) BOERNE STAGE RD SAN ANTONIO - In Design

Address: BOERNE STAGE RD SAN ANTONIO

Status: In Design

Work Request Details:

Name: CONTERRA APP U03022-4XX-1 - MAKE-READY

Type: UPGDG - Upgrades Gas

CPS Energy Contact:

Name: CARDEN, JOSH

Phone:

Email: DVJUSTET@CPSENERGY.COM

Customer Tasks

Description

Receive Customer Pre-Work Payment

Status

Not Started

Date/Date Range

06/28/2017 - 06/28/2017

CPS Energy Tasks

Description

Approve Work Request

Schedule Work

Status

Not Started

Not Started

Date/Date Range

06/28/2017 - 06/28/2017

06/28/2017 - 06/28/2017

CPS Energy: Customer Engineering

Web Portal Overview



Customer Engineering: Call (210) 353-4050 (7:30am-4pm M-F)

	Username
	Password

SIGN IN →

[Forgot Username/Password?](#)
[Contact Customer Engineering](#)



For more information on our new enhancements, [click here](#).

Customer Engineering Web Portal

The fast, easy way for you to manage your work requests with CPS Energy!

Relevant Links

[Click Here to Enroll](#)

[Service Request Required Documents](#)

[Click Here to Pay Construction Invoices](#)

[Click Here to Check Project Work Status \(No login required\)](#)

Guides & Forms

[Customer Web Portal User Guide](#)

[Web Portal Authorization Form](#)



****** New Enhancements to Customer Web Portal ******

We are happy to announce the following easy-to-use features are now available to you through the CPS Energy website and the Customer Engineering Web Portal:

- * Gas Rough-In Process Improvement
- * CoSA Website Link
- * Public Project Status Webpage
- * Online Payments

If you experience technical issues or have questions, please call 210-353-2450 or email csifedback@cpsenergy.com.

If you're not completely satisfied with the service you are receiving from CPS Energy, we want to hear from you at 210-353-4001.

Web Portal Overview

CPS Energy: Customer Engineering Online Payments

Welcome to the fast, easy way to pay your construction invoices. As you go through the following screens, you will be asked to complete the necessary details in order to locate the invoice, then post a real-time ACH check payment from your bank account.

Please keep in mind the following important requirements:

- * Invoices must be paid in full.
- * Payments submitted before 7:00 p.m. CST are processed same day.
- * Payments submitted after 7:00 p.m. CST, on weekends or on CPS Energy holidays, will be scheduled next business day.
- * Please remember to NOT use your browser's navigation buttons (for e.g., Back, Refresh, etc.)



Invoice Number *:

Customer Number *:



Continue →



CPS ENERGY FIBER LIFE CYCLE PROGRAM

By Kile Griffith

PROJECT OVERVIEW



- **What:** CPS Energy is **Replacing ~500 miles** of fiber cable that support core utility functions
- **Why:** Replacing aged fiber cable passed its lifecycle.
- **When:** Project is in design and submitting pole attachment permits now. Expect the program to continue **through 2026**.
- **Where:** Installed within CPS Energy service area on existing **distribution poles** as **reserved capacity***
- **Schedule:** ~100 miles/year

Fiber Strategy

DRIVERS

Grid Reliability & Resiliency

- Infrastructure Maintenance
- Improve Service Delivery

Enable Mobility

- Support AMI & Grid Devices
- Support Field Operations

Digital Asset Management

- Improve Data Gathering
- Support Data Analytics

Fiber Solution

RESERVED CAPACITY DEPLOYMENT



- **Reserved Capacity:** Section II H-10 of Pole Attachment Standards
- **Qualifications:** Fiber replacement program is a *bona fide* planning project approved by CPS Energy Board of Trustees
- **Core Infrastructure:** Fiber cable facilities are part of CPS Energy's core utility infrastructure
- **CPS Energy Duty:** Provide notice of fiber deployment to affected attaching entities
- **Attaching Entity Duty:** Relocate existing attachments within 90 days



**2021-22
Work Areas**

Google Earth

Image Landsat / Copernicus

7 mi

Any Questions?





Thank You

