



Removal of Services

Follow the steps below for the removal of your gas and electric services.

Be sure and enroll on the [Construction & Renovation Web Portal](#) to be able to monitor your project throughout the steps below. [Read More Here](#)

Contact CPS Energy Customer Service at 210-353-3333 or email commercial@cpsenergy.com if you need assistance with any of the steps below.

The steps below are for the removal of services currently provided by CPS Energy and should be followed when services are no longer needed at that location.

Removal/Demolition of services can take up to 6 weeks.

If the location is associated with a new construction or renovation project please refer to the accompanying step-by-step process.

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

Ensure you are within CPS Energy's [Electric Service Boundary Map](#) and/or [Gas Service Boundary Map](#). If your service is within the [Downtown Network Service Boundary](#), please note your project is subject to CPS Energy's Electric Service [Standards Section 1100 – Service from Downtown Network System](#).

You can request a new address on the [Construction & Renovation Web Portal](#). [Read More Here](#)

2 **Call CPS Energy to have your current service closed and request removal of service.**

Call Customer Service at 210-353-3333 or email commercial@cpsenergy.com to have your current service disconnected and to request the removal of your existing services. To request a removal of service you must be the customer of record or a listed authorized representative.

Requests for removals will be closed if not completed within 6 months and a new request will need to be made if service removal is still needed.

3 **If you had Existing Service, CPS Energy will send your final bill.**

CPS Energy will send your final bill upon closeout of an existing active account.

4 **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(s) 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 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.

PLEASE NOTE: For locations in the City of San Antonio, the application and acceptance of your permit will trigger CPS Energy to schedule the initial site inspection. For locations outside the City of San Antonio, your call to the CPS Energy Customer Service Center will trigger CPS Energy to schedule the initial site inspection, but you are still required to follow any requirements of your local municipality

5 **CPS Energy will perform an initial site inspection.**

CPS Energy will perform an initial site inspection. Full access to the service point will be required. While on site we will validate the service address(es) where removal is being requested, review the demolition permit, and ensure the account is closed. Costs for removal and demolition will be assessed at this time and if needed an invoice will be provided.

6 **Pay your invoice for CPS Energy work if costs are assessed and invoiced.**

If costs are assessed, Pay your invoice within 5 business days to avoid an extension of the requested completion date. Invoices not paid within 90 calendar days will be voided. The invoice must be paid using one of the following options:

[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 \(ACH\)](#)

7 **CPS Energy will perform the removal of services.**

CPS Energy will perform the requested removal of gas and/or electric services. Full access to the service point will be required.

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.

Thank you!