



Customer Account Management



El Paso Electric

- El Paso Electric Company (EPE) is a public utility providing electric generation, transmission, and distribution services to approximately 460,000 customers in west Texas and southern New Mexico.
- EPE operates under the oversight of federal, state, and municipal authorities to ensure compliance with applicable laws and the provision of safe and reliable electricity.

Deposits

As per Public Utility Commission of Texas

- Can be assessed to customers:
 - New customers that fail to establish satisfactory credit
 - Customers who have been disconnected for non-payment
- Deposits shall not exceed more than two months of average consumption at the premise
- Residential deposits are refunded after 12 consecutive months of good payment history, including accrued interest

- Reference: <https://ftp.puc.texas.gov/public/puct-info/agency/rulesnlaws/subrules/electric/25.24/25.24.pdf>

Disconnections

As per Public Utility Commission of Texas

- Customers may be disconnected for:
 - Failure to pay a bill or not entering a deferred payment arrangement
 - Failure to comply with the terms of a deferred payment arrangement
 - Violation of EPE's rules on using service
 - Failure to pay required deposit
 - Failure of guarantor to pay amount guaranteed

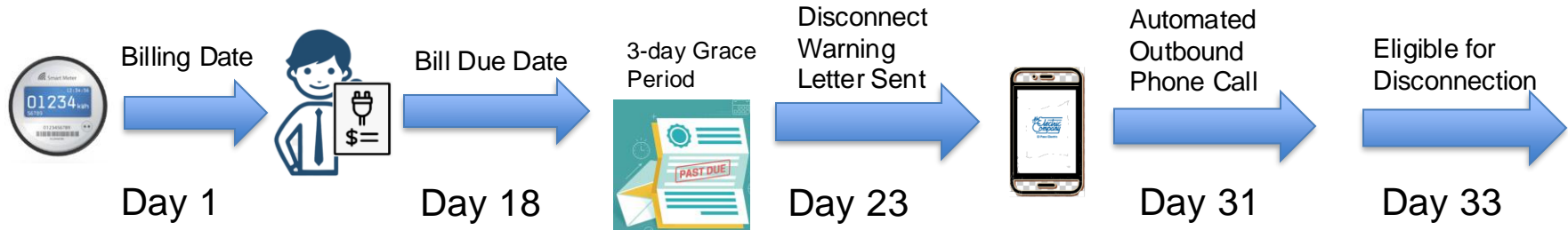
- Reference: <https://ftp.puc.texas.gov/public/puct-info/agency/rulesnlaws/subrules/electric/25.29/25.29.pdf>

Disconnections

As per Public Utility Commission of Texas

- EPE does not disconnect:
 - On Fridays, weekends, or the day before and on holidays
 - When previous day's highest temperature did not exceed 32-degrees Fahrenheit and the temperature is predicted to remain at or below that level for the next 24 hours, per the National Weather Service (NWS)
 - When NWS issues a heat advisory for any county in the electric utility's service territory
 - When NWS heat advisory has been issued on any one of the preceding 2 calendar days

Account Management Process in Texas



Customer Programs

We Service 460,000 Customers

Low Income Rider

- For low-income customers designated by the state of Texas.
- Customer Charge is waived (\$9.25).
- **8,000+ Enrolled**

Budget Billing Plan

- For good paying customers that meet eligibility criteria.
- Levelized payment reviewed periodically.
- **38,000+ Enrolled**

Payment Arrangements

- For Customers that need more than 14 days to get current.
- Outstanding Debt is spread by 3-6 months.
- **4,500+ Enrolled**

Critical Care / Life Support

- For customers that rely on electrically operated medical equipment.
- **350+ Enrolled**

Customer Assistance Programs Participation 2024



Bright Hearts

- For customers with a balance and at risk of disconnection.
- EPE will match up to \$200.
- **300+ Assisted**



Assistance Agencies

- For customer who met eligibility criteria with various Assistance Agencies.
- **32,000+ Assisted**

