



Item 35. Exploring Enhanced Municipal Safeguards for El Paso Electric Customer Protection



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Protection Measures In Texas For MOU's

CPS Energy (San Antonio): Affordability Discount Program: This program offers a monthly discount on electric and natural gas charges for qualifying low-income customers.

• **Senior Citizen Billing Program:** CPS Energy provides additional time for senior customers to pay their bills without late fees.

• **Critical Care Program:** Customers who rely on electrically operated medical equipment can register to receive additional notifications and protections against disconnection.

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- **Austin Energy:** Provides options for customers to spread out their payments over time, easing financial burdens. (Deferred Payment Arrangements).
- **Lubbock Power & Light (LP&L):** Budget Billing: LP&L offers a budget billing program that averages the customer's bill over a 12-month period, providing predictable monthly payments.
- **Denton Municipal Electric: Critical Load Customer Program:** They maintain a registry of customers who require uninterrupted electric service due to medical conditions, offering them priority during outages.

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Garland Power & Light:

- Senior Citizen Discount: Garland Power & Light offers a discount on electric bills for senior citizens aged 65 and older.
- Levelized Billing: This program helps customers avoid seasonal spikes in their bills by averaging payments throughout the year.
- EnergySaver Program: They provide rebates and incentives for customers to implement energy-efficient measures, reducing overall energy costs.

Action Requested

Direct the City Manager and City Attorney to:

- Engage with El Paso Electric to confirm compliance with state law and report findings back to Council.
- Conduct an assessment of potential enhanced municipal safeguards that could be implemented to protect El Paso's residents from disconnection due to financial hardship or health and safety concerns.
- Prepare recommendations on any necessary local ordinances or agreements with El Paso Electric to strengthen customer protections.