

## 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 <u>refunded</u> after 12 consecutive months of good payment history, including accrued interest

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



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



## **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



