

El Paso Electric AMS Program Review

September 12, 2022



AGENDA

- **Introductions**
- **AMS/Smart Meter Program Overview**
- **Customer Education Plan**
- **Monthly Reporting**
- **Questions**

LIFECYCLE STAGES

El Paso Electric has followed a mature, proven, established lifecycle supported by an experienced consulting team



EPE AMS PROGRAM PHASES

Phase 0 Jan 2019 - Apr 2020



RFP and Vendor Selection



Phase 1 Jun 2020 - Current



Phase 2 2021 - Current



CUSTOMER EDUCATION PLAN GOALS

Develop an AMS Customer Education Plan to meet the needs of all key stakeholders – customers, communities, and interest groups



Define the phased messaging approach to inform EPE's external stakeholders on AMS technology features and functions



Communicate the efforts EPE will take to educate its customers about the options they will have to obtain additional information, services, and benefits



Effectively engage identified stakeholder groups through targeted communication strategies



Define the channels in which to communicate with customers (i.e., social media, stakeholder outreach, and community meetings)

CUSTOMER EDUCATION PLAN DEVELOPMENT

Best Practices Research:

Conducted research on AMI-deployed utilities

Baltimore Gas & Electric
CenterPoint Energy
Commonwealth Edison
Entergy Arkansas
Entergy Texas

Nevada Energy
NICOR Gas
PECO Energy Company
PPL Corporation
Peoples Gas

Stakeholder Focus Groups:

Conducted focus groups with local organizations

Project Bravo
El Paso Hispanic Chamber of Commerce
El Paso Neighborhood Coalition
Eco El Paso

Key Findings:



Align customer education to deployment schedule



Demographic segmentation to inform messaging strategies



Education outreach at local schools



Reinforcement of EPE connection and disconnection processes



Confirm customer information and health safety

CUSTOMER EDUCATION PLAN EXECUTION

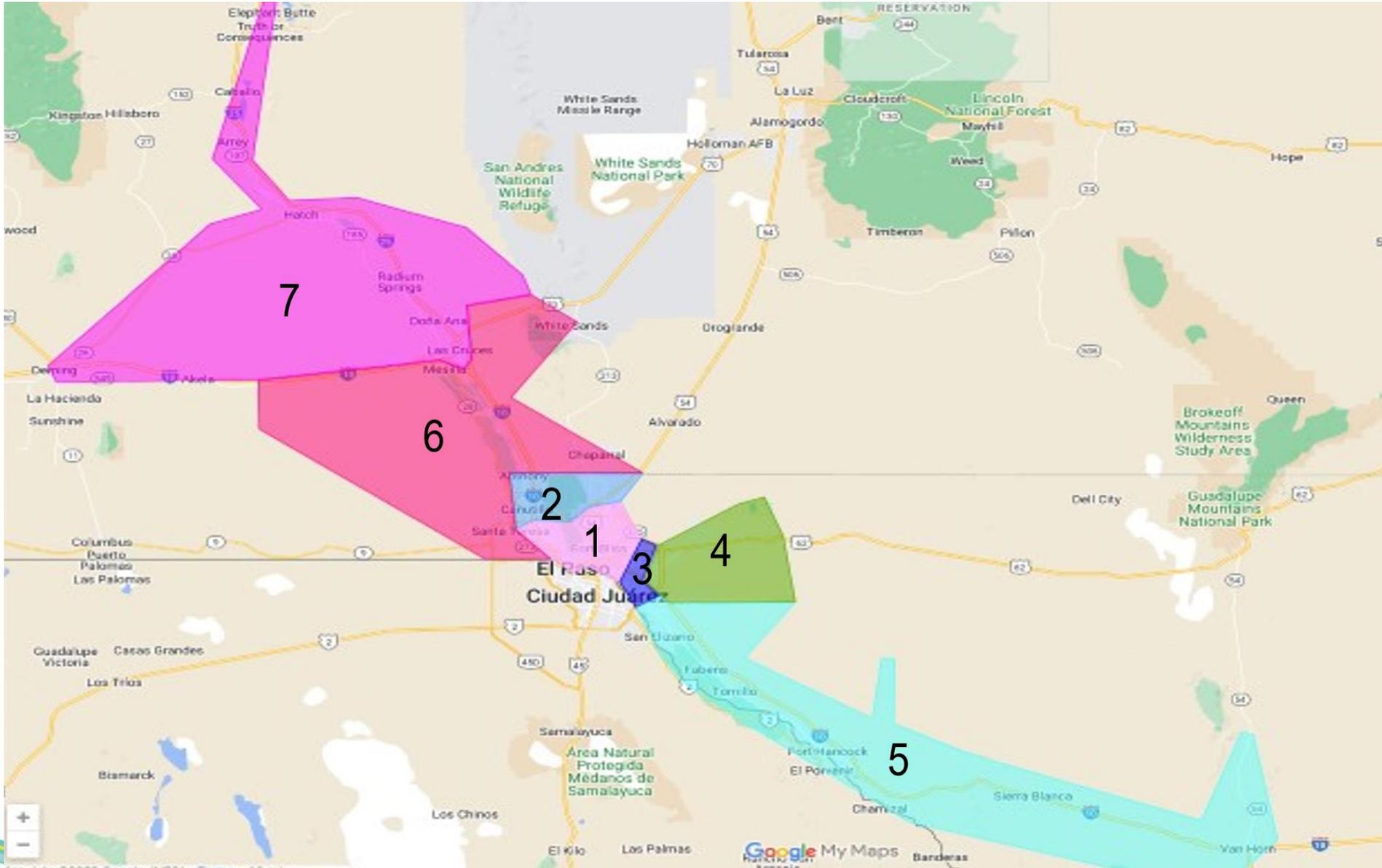
		 Awareness	 Installations	 Offerings
Goal		Raise consumer awareness about upcoming technology transformation and proactively address concerns around safety, security, and cost	Provide tactical insight into the technology transformation and help customers understand who will replace meters and the general timeline	Help customers take advantage of program and service offerings made available through the AMS Project
Phase		Pre-Deployment	Deployment	Post-Deployment
Key Messages	Customer Benefits	Operational and program benefits	Leverage EPE portal to learn about consumption and receive recommendations	Reinforcement of customer benefits enabled by the technology
	Safety & Security	Customer personal information is not contained in AMS technology	Installers with EPE credentials will be replacing meters at customer premises	Customer use information is private, EPE is not authorized to share
	Tactical	Meter transition will begin in January 2023	Network installation will be completed, and meter installations begin	Announce the successful completion of the project
	Environmental	Supports and expands sustainability efforts in the region	Supports and expands sustainability efforts in the region	Supports and expands sustainability efforts in the region

All materials will be available in English and Spanish

DEPLOYMENT SCHEDULE

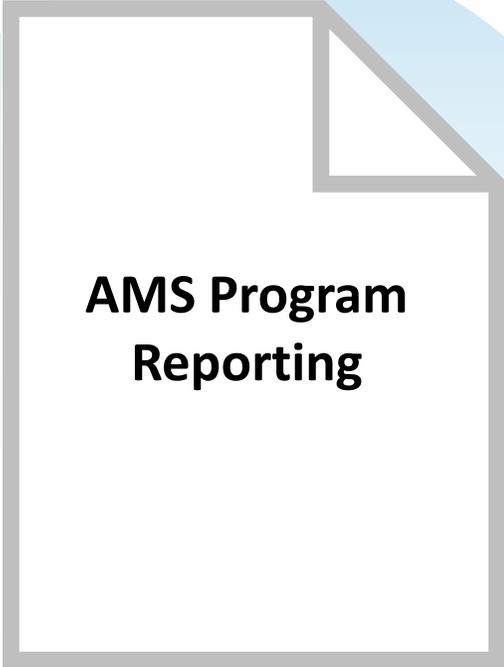
	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Q4 2025
Area 1													
Network	█	█											
Meters		█	█	█									
Area 2													
Network	█	█	█										
Meters				█	█	█							
Area 3													
Network		█	█	█									
Meters						█	█	█					
Area 4													
Network		█	█	█									
Meters							█	█	█				
Area 5													
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Meters								█	█	█	█		
Area 6													
Network	█	█	█	█									
Meters					█	█	█	█					
Area 7													
Network		█	█	█									
Meters							█	█	█	█			

PROPOSED DEPLOYMENT / OPTIMIZATION AREAS



AMS PROGRAM REPORTING

EPE is required to report out progress of the AMS program

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AMS Program Reporting

1) Monthly PUC Deployment Report

- a) Track tactical details of deployment:
 - i. Number of advanced meters deployed
 - ii. Deviations from plan
 - iii. Significant risks or issues
 - iv. Number of advanced meters replaced due to deficiency
 - v. Status of deployment features identified in deployment plan

2) Annual Customer Education Report

- a) Summary report of Customer Education activities
 - i. Program costs/cost allocation
 - ii. Customer engagement metrics (Website traffic; Call Center volumes, wait times, call lengths, and types of inquiries; Opt-out rates, Customer Complaints and Claims)
 - iii. Customer energy savings (to the extent available based on penetration of Smart Meters)

Questions?



WE ARE TRANSFORMING
THE ENERGY LANDSCAPE

Thank You!

