

**BEFORE THE NEW MEXICO PUBLIC REGULATION COMMISSION**

<b>APPLICATION OF EL PASO ELECTRIC</b>	)	
<b>COMPANY FOR APPROVAL OF A GRID</b>	)	
<b>MODERNIZATION PROJECT TO IMPLEMENT AN</b>	)	<b>Case No. 21-00269-UT</b>
<b>ADVANCED METERING SYSTEM (AMS)</b>	)	
<b>PROJECT, ADVICE NOTICE NO. 274, ORIGINAL</b>	)	
<b>RATE NO. 46 - ADVANCED METERING SYSTEM</b>	)	
<b>RIDER, REVISED RATE NO. 15 –</b>	)	
<b>MISCELLANEOUS SERVICE CHARGES, AND</b>	)	
<b>ORIGINAL FORM 42 FOR OPT-OUT PROVISION</b>	)	
<b>AND FEES.</b>	)	
	)	
<b>EL PASO ELECTRIC COMPANY,</b>	)	
<b>Applicant</b>	)	
	)	

---

**NOTICE OF EL PASO ELECTRIC COMPANY’S**  
**ANNUAL COMPLIANCE REPORT FILING**

El Paso Electric Company (“EPE) files this Annual Compliance Report in accordance with the Order Adopting Certification of Stipulation, issued November 2, 2022. The Certification of Stipulation Appendix A “*Unopposed Comprehensive Stipulation*” 5.4 Reporting, provides:

EPE agrees to file with the Commission and post on its website annual deployment reports on the merits set forth in Attachment E to the Stipulation. The reports at minimum shall include, for each data metric, the figure for the previous calendar year and the cumulative figure for the period from commencement of the AMS Program through the end of the previous year. These reports shall be filed with the Commission and posted on EPE’s website no later than March 1 of each year, beginning in 2023.

Respectfully submitted,

Nancy B. Burns  
Deputy-General Counsel  
New Mexico Bar No. 7538  
El Paso Electric Company  
300 Galisteo Street, Suite 206  
Santa Fe, New Mexico 87501  
Telephone (505) 982-4147  
[nancy.burns@epelectric.com](mailto:nancy.burns@epelectric.com)

**MONTGOMERY & ANDREWS, P.A.**

By: /s/ Kari E. Olson

Jeffrey J. Wechsler

Kari E. Olson

Post Office Box 2307

Santa Fe, New Mexico 87504-2307

(505) 982-3873

[jwechsler@montand.com](mailto:jwechsler@montand.com)

[kolson@montand.com](mailto:kolson@montand.com)

*Attorneys for El Paso Electric Company*

**El Paso Electric Company**  
**Advanced Metering System ("AMS") Program**  
**Annual Deployment Report**  
**Year Ended December 31, 2023**

Phase	Category	Description	Comment Section	2022	2023	2024	2025	2026	Cummulative through YE
<b>Implementation Phase</b>	Installation and Deployment	Number of advanced meters installed	I.A.1	-	26,216				26,216
	Installation and Deployment	Percentage of advanced meters deployed compared to planned installation	I.A.2	0%	123%				123%
	Installation and Deployment	Percentage of customers with advanced meters	I.A.3	0%	20%				20%
	Installation and Deployment	Number of customers electing to opt-out of AMS installation	I.A.4	-	24				24
	Installation and Deployment	Cost associated with customers opting out of AMS installation	I.A.5	-	\$ 1,197				1,197
	Installation and Deployment	Number of calls to Customer Contact Center and meter installation vendor regarding meter installation	I.A.6	-	600				600
	Installation and Deployment	Number of complaints regarding AMS installation	I.A.7	-	7				7
<b>Post Deployment Phase</b>	Field Visits	O&M cost savings from avoided field visits	II.A.1	N/A	N/A				N/A
	Field Visits	Number of avoided truck rolls/field visits	II.A.2	N/A	N/A				N/A
	Field Visits	GHG reductions from avoided truck rolls	II.A.3	N/A	N/A				N/A
	AMS Functionality	Percentage of customers with advanced meters that receive estimated bills	II.B.1	N/A	N/A				N/A
	AMS Functionality	Total number of AMS meters used for billing (activated)	II.B.2	N/A	N/A				N/A
	AMS Functionality	Percentage of customers with an advanced meter that have made a complaint of inaccurate meter readings	II.B.3	N/A	N/A				N/A
	AMS Functionality	Number of customers with an advanced meter with an active web portal account	II.B.4	N/A	N/A				N/A
	AMS Functionality	Meter accuracy test percentage	II.B.5	N/A	N/A				N/A
	AMS Functionality	Number of remote meter disconnect operations	II.B.6	N/A	N/A				N/A
	AMS Functionality	Number of remote meter connect operations	II.B.7	N/A	N/A				N/A
	AMS Functionality	Percentage of interval reads received	II.B.8	N/A	N/A				N/A
	Reliability	Changes to SAIDI (pre vs post deployment)	II.C	N/A	N/A				N/A
	Customer Engagement	Number of monthly, unique visits to the web portal	II.D.1	N/A	N/A				N/A
	Customer Engagement	Customer access to hourly or sub-hourly data	II.D.2	N/A	N/A				N/A
Customer Engagement	Percentage of customers with advanced meter that are targeted with energy savings messaging	II.D.3	N/A	N/A				N/A	
Pre/Post AMI Customer Satisfaction Surveys	Survey of customer satisfaction with outage related communications	II.E.1	N/A	N/A				N/A	
Pre/Post AMI Customer Satisfaction Surveys	Percentage of customers aware of AMS	II.E.2	N/A	N/A				N/A	
Pre/Post AMI Customer Satisfaction Surveys	Understanding of AMS technology and benefits	II.E.3	N/A	N/A				N/A	
Pre/Post AMI Customer Satisfaction Surveys	Percentage of low-income customers aware of AMS	II.E.4	N/A	N/A				N/A	



# WE ARE TRANSFORMING THE ENERGY LANDSCAPE

## El Paso Electric Company Advanced Metering System (“AMS”) Program Annual Deployment Report Year Ended December 31, 2023

*El Paso Electric Company’s (“EPE” or the “Company”) 2024 Annual Deployment Report reports on the Implementation Phase data metrics for the period ended December 31, 2023.*

### **Status Update on AMS Deployment through March 1, 2024**

The Company continues its AMS deployment in a timely manner. As indicated in the 2023 Annual Deployment Report, the key information technology systems (*i.e.*, the Head End System, Meter Data Management System, and the Customer Cloud Information System) went live on February 27, 2023 and all other supporting systems for deployment went live on April 22, 2023. EPE’s deployment of network devices is currently in progress, with 58% of the network infrastructure installed since the start of 2023. The Company has deployed all Access Points and Relays and only socket APs are remaining. EPE began mass deployment of AMS meters in New Mexico on September 5, 2023 and is currently ahead of scheduled meter installations.

### **Notes to the Advanced Meter Deployment Progress Report for Calendar Year 2023**

#### **I. Implementation Phase**

##### **A. Installation and Deployment**

*1. Number of advanced meters installed*

Report: 26,216. EPE’s installation of 26,216 advanced meters by the end of 2023 exceeds the original plan was to install 20,941 advanced meters by end of 2023, by 5,275 advanced meters.

*2. Percentage of advanced meters deployed compared to planned installation*

Report: 123%

*3. Percentage of customers with advanced meters*

Report: 20%

*4. Number of customers electing to opt-out of AMS installation*

Report: 24

*5. Cost associated with customers opting out of AMS installation*

Report: \$1,196.70. The total cost is the cumulative total charged to the 24 customers that elected to opt-out of AMS Installation pursuant to Rate 15-



# WE ARE TRANSFORMING THE ENERGY LANDSCAPE

Miscellaneous Service Charges (to include any Monthly Fee for Opt-Out Metering Service, One-Time Fee for Opt-Out Service (Keep Existing Meter), One-Time Fee for Opt-Out Service (Digital Non-Communicating Meter before advanced meter installed), and One-Time Fee for Opt-Out Service (Digital Non-Communicating Meter after advanced meter installed)).

6. *Number of calls to Customer Contact Center and meter installation vendor regarding meter installation*

Report: 449 calls to the installation vendor  
151 calls to the EPE Customer Contact Center

7. *Number of complaints regarding AMS installation*

Report: 0 complaints to the New Mexico Public Regulation Commission (NMPRC). 7 complaints have been submitted to the installation vendor.

## II. Post Deployment Phase

### A. Field Visits

1. *O&M cost savings from avoided field visits*

Report: N/A

2. *Number of avoided truck rolls/field visits*

Report: N/A

3. *GHG reductions from avoided truck rolls*

Report: N/A

### B. AMS Functionality

1. *Percentage of customers with advanced meters that receive estimated bills*

Report: N/A

2. *Total number of AMS meters used for billing (activated)*

Report: N/A

3. *Percentage of customers with an advanced meter that have made a complaint of inaccurate meter readings*

Report: N/A

4. *Number of customers with an advanced meter with an active web portal account*

Report: N/A

5. *Meter accuracy test percentage*



# WE ARE TRANSFORMING THE ENERGY LANDSCAPE

Report: N/A

6. *Number of remote meter disconnect operations*

Report: N/A

7. *Number of remote meter connect operations*

Report: N/A

8. *Percentage of interval reads received*

Report: N/A

## **C. Reliability: Changes to SAID (pre vs post deployment)**

Report: N/A

## **D. Customer Engagement**

1. *Number of monthly, unique visits to the web portal*

Report: N/A

2. *Customer access to hourly or sub-hourly data*

Report: N/A

3. *Percentage of customers with advanced meter that are targeted with energy savings messaging.*

Report: N/A

## **E. Pre/Post AMI Customer Satisfaction Surveys**

1. *Survey of customer satisfaction with outage related communications*

Report: N/A

2. *Percentage of customers aware of AMS*

Report: N/A

3. *Understanding of AMS technology and benefits*

Report: N/A

4. *Percentage of low-income customers aware of AMS*

Report: N/A

**BEFORE THE NEW MEXICO PUBLIC REGULATION COMMISSION**

**APPLICATION OF EL PASO ELECTRIC )  
COMPANY FOR APPROVAL OF A GRID )  
MODERNIZATION PROJECT TO IMPLEMENT AN )  
ADVANCED METERING SYSTEM (AMS) )  
PROJECT, ADVICE NOTICE NO. 274, ORIGINAL )  
RATE NO. 46 - ADVANCED METERING SYSTEM )  
RIDER, REVISED RATE NO. 15 – )  
MISCELLANEOUS SERVICE CHARGES, AND )  
ORIGINAL FORM 42 FOR OPT-OUT PROVISION )  
AND FEES. )  
)  
)  
**EL PASO ELECTRIC COMPANY, )  
Applicant )****

---

**Case No. 21-00269-UT**

**CERTIFICATE OF SERVICE**

**I HEREBY CERTIFY** that on March 1, 2024 a true and correct copy of **Notice of El Paso Electric Company’s Annual Compliance Report Filing** was emailed to each of the following which includes the Attorney General and all counsel of record and pro se parties in the utility’s last rate case:

Nancy Burns	<a href="mailto:nancy.burns@epelectric.com">nancy.burns@epelectric.com</a> ;	Rocky Backus	<a href="mailto:rockybacchus@gmail.com">rockybacchus@gmail.com</a> ;
Patricia Griego	<a href="mailto:patricia.griego@epelectric.com">patricia.griego@epelectric.com</a> ;	Keith Herrmann	<a href="mailto:kherrmann@stelznerlaw.com">kherrmann@stelznerlaw.com</a> ;
Linda Pleasant	<a href="mailto:linda.pleasant@epelectric.com">linda.pleasant@epelectric.com</a> ;	Jason Marks	<a href="mailto:lawoffice@jasonmarks.com">lawoffice@jasonmarks.com</a> ;
Curtis Hutcheson	<a href="mailto:curtis.hutcheson@epelectric.com">curtis.hutcheson@epelectric.com</a> ;	Emily Medlyn	<a href="mailto:emily.w.medlyn.civ@army.mil">emily.w.medlyn.civ@army.mil</a> ;
EPE Case Management	<a href="mailto:EPE_Reg_Mgmt@epelectric.com">EPE_Reg_Mgmt@epelectric.com</a> ;	Joan Drake	<a href="mailto:jdrake@modrall.com">jdrake@modrall.com</a> ;
Jeffrey Wechsler	<a href="mailto:jwechsler@montand.com">jwechsler@montand.com</a> ;	Cydney Beadles	<a href="mailto:cydney.beadles@westernresources.org">cydney.beadles@westernresources.org</a> ;
Kari Olson	<a href="mailto:kolson@montand.com">kolson@montand.com</a> ;	Jonah Mauldin	<a href="mailto:jonah.mauldin@prc.nm.gov">jonah.mauldin@prc.nm.gov</a> ;
Teresa Pacheco	<a href="mailto:tpacheco@montand.com">tpacheco@montand.com</a> ;	Agata Malik	<a href="mailto:agata.malek@prc.nm.gov">agata.malek@prc.nm.gov</a> ;
Yolanda Sandoval	<a href="mailto:ysandoval@montand.com">ysandoval@montand.com</a> ;	David Black	<a href="mailto:david.black@prc.nm.gov">david.black@prc.nm.gov</a> ;
Anastasia Stevens	<a href="mailto:astevens.law@gmail.com">astevens.law@gmail.com</a> ;	Elisha Leyba-Tercero	<a href="mailto:elisha.leyba-tercero@prc.nm.gov">elisha.leyba-tercero@prc.nm.gov</a> ;
Linda Samples	<a href="mailto:lsamples@lascruces.gov">lsamples@lascruces.gov</a> ;	Peggy Martinez-Rael	<a href="mailto:peggy.martinez-rael@prc.nm.gov">peggy.martinez-rael@prc.nm.gov</a> ;
Jose F. Provencio	<a href="mailto:joprovencio@lascruces.gov">joprovencio@lascruces.gov</a> ;	Elizabeth Ramirez	<a href="mailto:elizabeth.ramirez@prc.nm.gov">elizabeth.ramirez@prc.nm.gov</a> ;
Lisa LaRocque	<a href="mailto:llarocque@lascruces.gov">llarocque@lascruces.gov</a> ;	Gilbert Fuentes	<a href="mailto:gilbert.fuentes@prc.nm.gov">gilbert.fuentes@prc.nm.gov</a> ;
Gideon Elliot	<a href="mailto:gelliot@nmag.gov">gelliot@nmag.gov</a> ;	Gabriella Dasheno	<a href="mailto:gabriella.dasheno@prc.nm.gov">gabriella.dasheno@prc.nm.gov</a> ;
Sydnee Wright	<a href="mailto:swright@nmag.gov">swright@nmag.gov</a> ;	Jack Sidler	<a href="mailto:jack.sidler@prc.nm.gov">jack.sidler@prc.nm.gov</a> ;
Devi Glick	<a href="mailto:dglick@synapse-energy.com">dglick@synapse-energy.com</a> ;	Eli LaSalle	<a href="mailto:eli.lasalle@prc.nm.gov">eli.lasalle@prc.nm.gov</a> ;
Courtney Lane	<a href="mailto:clane@synapse-energy.com">clane@synapse-energy.com</a> ;	Christopher Dunn	<a href="mailto:christopher.dunn@prc.nm.gov">christopher.dunn@prc.nm.gov</a> ;
Andrea Crane	<a href="mailto:ctcolumbia@aol.com">ctcolumbia@aol.com</a> ;	Russell Fisk	<a href="mailto:russell.fisk@prc.nm.gov">russell.fisk@prc.nm.gov</a> ;
Cara Lynch	<a href="mailto:lynch.cara.nm@gmail.com">lynch.cara.nm@gmail.com</a> ;	Ryan Friedman	<a href="mailto:ryan.friedman@prc.nm.gov">ryan.friedman@prc.nm.gov</a> ;
Don Hancock	<a href="mailto:sricdon@earthlink.net">sricdon@earthlink.net</a> ;	Bradford Borman	<a href="mailto:bradford.borman@prc.nm.gov">bradford.borman@prc.nm.gov</a> ;
Justin Brant	<a href="mailto:jbrant@swenergy.org">jbrant@swenergy.org</a> ;	John Bogatko	<a href="mailto:john.bogatko@prc.nm.gov">john.bogatko@prc.nm.gov</a> ;
Merrie Lee Soules	<a href="mailto:mlesoules@hotmail.com">mlesoules@hotmail.com</a> ;	Robert Lundin	<a href="mailto:robert.lundin@prc.nm.gov">robert.lundin@prc.nm.gov</a> ;
Philip Simpson	<a href="mailto:philipsimpson@comcast.net">philipsimpson@comcast.net</a> ;	Elizabeth Hurst	<a href="mailto:elizabeth.hurst@prc.nm.gov">elizabeth.hurst@prc.nm.gov</a> ;
Brian Harris	<a href="mailto:brianhattorney@gmail.com">brianhattorney@gmail.com</a> ;		

**DATED** March 1, 2024

/s/ Kari E. Olson  
Kari E. Olson