

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) **Case No. 21-00269-UT**
RIDER, REVISED RATE NO. 15 –)
MISCELLANEOUS SERVICE CHARGES, AND)
ORIGINAL FORM 42 FOR OPT-OUT PROVISION)
AND FEES.)
)
EL PASO ELECTRIC COMPANY,)
Applicant)
)
_____)

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.

Because deployment has not concluded within the 2024 reporting period, EPE is only reporting on the Implementation Phase, and has no Post Deployment Phase data to report at this time.

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

SPENCER FANE, LLP

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@spencerfane.com
kaolson@spencerfane.com

Attorneys for El Paso Electric Company

El Paso Electric Company
Advanced Metering System ("AMS") Program
Annual Deployment Report
Year Ended December 31, 2024

Phase	Category	Description	2022	2023	2024	2025	2026	Cumulative through YE
Implementation Phase	Installation and Deployment	Number of advanced meters installed	-	26,216	91,840			118,056
	Installation and Deployment	Percentage of advanced meters deployed compared to planned installation	0%	123%	112%			115%
	Installation and Deployment	Percentage of customers with advanced meters	0%	20%	71%			91%
	Installation and Deployment	Number of customers electing to opt-out of AMS installation	-	65	56			121
	Installation and Deployment	Cost associated with customers opting out of AMS installation	-	\$ 1,197	\$ 5,074			6,271
	Installation and Deployment	Number of calls to Customer Contact Center and meter installation vendor regarding meter installation	-	600	11,516			12,116
Post Deployment Phase	Installation and Deployment	Number of complaints regarding AMS installation	-	7	16			23
	Field Visits	O&M cost savings from avoided field visits	N/A	N/A	N/A			N/A
	Field Visits	Number of avoided truck rolls/field visits	N/A	N/A	N/A			N/A
	Field Visits	GHG reductions from avoided truck rolls	N/A	N/A	N/A			N/A
	AMS Functionality	Percentage of customers with advanced meters that receive estimated bills	N/A	N/A	N/A			N/A
	AMS Functionality	Total number of AMS meters used for billing (activated)	N/A	N/A	N/A			N/A
	AMS Functionality	Percentage of customers with an advanced meter that have made a complaint of inaccurate meter readings	N/A	N/A	N/A			N/A
	AMS Functionality	Number of customers with an advanced meter with an active web portal account	N/A	N/A	N/A			N/A
	AMS Functionality	Meter accuracy test percentage	N/A	N/A	N/A			N/A
	AMS Functionality	Number of remote meter disconnect operations	N/A	N/A	N/A			N/A
	AMS Functionality	Number of remote meter connect operations	N/A	N/A	N/A			N/A
	AMS Functionality	Percentage of interval reads received	N/A	N/A	N/A			N/A
	Reliability	Changes to SAIDI (pre vs post deployment)	N/A	N/A	N/A			N/A
	Customer Engagement	Number of monthly, unique visits to the web portal	N/A	N/A	N/A			N/A
Customer Engagement	Customer access to hourly or sub-hourly data	N/A	N/A	N/A			N/A	
Customer Engagement	Percentage of customers with advanced meter that are targeted with energy savings messaging	N/A	N/A	N/A			N/A	
Pre/Post AMI Customer Satisfaction Surveys	Survey of customer satisfaction with outage related communications	N/A	N/A	N/A			N/A	
Pre/Post AMI Customer Satisfaction Surveys	Percentage of customers aware of AMS	N/A	N/A	N/A			N/A	
Pre/Post AMI Customer Satisfaction Surveys	Understanding of AMS technology and benefits	N/A	N/A	N/A			N/A	
Pre/Post AMI Customer Satisfaction Surveys	Percentage of low-income customers aware of AMS	N/A	N/A	N/A			N/A	



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El Paso Electric Company Advanced Metering System (“AMS”) Program Annual Deployment Report Year Ended December 31, 2024

El Paso Electric Company’s (“EPE” or the “Company”) 2025 Annual Deployment Report reports on the Implementation Phase data metrics for the period ended December 31, 2024.

Status Update on AMS Deployment through March 1, 2025

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 80% 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. Additionally, on February 6, 2025, the NMPRC approved a third-party data access proposal (Docket No. 21-00269-UT), allowing New Mexico customers to share their energy usage data with authorized third parties. This access will be facilitated through the **Green Button Connect My Data (GBCMD)** platform, which is certified by the Green Button Alliance and is now available to customers.

Because deployment has not concluded within the 2024 reporting period, EPE has provided no reporting below in Section II Post Deployment Phase. The meter deployment is projected to be completed by April 2025. Given the ongoing daily installations and the increasing number of smart meters being deployed, it would be most effective to wait until the completion of the deployment to provide a comprehensive post-deployment report. This will ensure a more accurate and meaningful assessment of key metrics, including O&M cost savings from avoided field visits and truck rolls, improvements in billing accuracy, meter performance, customer service engagement, and changes in SAIDI. Providing this data post-deployment will allow for a more complete analysis of the full impact of the smart meter implementation.

Notes to the Advanced Meter Deployment Progress Report for Calendar Year 2024

I. Implementation Phase

A. Installation and Deployment

1. Number of advanced meters installed

Report: 118,056. EPE’s installation of 118,056 advanced meters by the end of 2024 exceeds the original plan was to install 106,647 advanced meters by end of 2024, by



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11,409 advanced meters.

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

Report: 115%

3. *Percentage of customers with advanced meters*

Report: 91%

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

Report: 56 opt-out customers in 2024, 121 total opt-out customers since beginning of project.

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

Report: \$5,073.92. The total cost is the cumulative total charged to the 56 customers that elected to opt-out of AMS Installation pursuant to Rate 15-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: 11,516 calls to/from the installation vendor on meter installations
197 calls to the EPE Customer Contact Center

7. *Number of complaints regarding AMS installation*

Report: 3 complaints to the New Mexico Public Regulation Commission (NMPRC).
13 claims and 42 complaints have been submitted to the installation vendor.

II. Post Deployment Phase

As reported above, deployment has not concluded within the 2024 reporting period. Therefore, EPE has provided no reporting below in Section 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



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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

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



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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

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AND FEES.)	
EL PASO ELECTRIC COMPANY,)	
Applicant)	
_____)	

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that on February 28, 2025 a true and correct copy of **Notice of El Paso Electric Company’s Annual Compliance Report Filing** was emailed to each of the following:

Nancy Burns	nancy.burns@epelectric.com ;	Philip Simpson	philipbsimpson@comcast.net ;
Linda Pleasant	linda.pleasant@epelectric.com ;	Brian Harris	brianhatterney@gmail.com ;
Curtis Hutcheson	curtis.hutcheson@epelectric.com ;	Rocky Backus	rockybacchus@gmail.com ;
EPE Case Management	EPE_Reg_Mgmt@epelectric.com ;	Keith Herrmann	kherrmann@stelznerlaw.com ;
Jeffrey Wechsler	jwechsler@spencerfane.com ;	Jason Marks	lawoffice@jasonmarks.com ;
Kari Olson	kaolson@spencerfane.com ;	Kyle J. Smith	kyle.j.smith124.civ@army.mil ;
Teresa Pacheco	tpacheco@spencerfane.com ;	Joan Drake	jdrake@modrall.com ;
Yolanda Sandoval	ysandoval@spencerfane.com ;	Cydney Beadles	cydney.beadles@westernresources.org ;
Anastasia Stevens	astevens.law@gmail.com ;	Jonah Mauldin	jonah.mauldin@prc.nm.gov ;
Brad Douglas	bdouglas@lascruces.gov ;	Agata Malik	agata.malek@prc.nm.gov ;
Jose F. Provencio	jprovencio@lascruces.gov ;	Elisha Leyba-Tercero	elisha.leyba-tercero@prc.nm.gov ;
Lisa LaRocque	llarocque@lascruces.gov ;	Peggy Martinez-Rael	peggy.martinez-rael@prc.nm.gov ;
Gideon Elliot	gelliot@nmdoj.gov ;	Elizabeth Ramirez	elizabeth.ramirez@prc.nm.gov ;
Devi Glick	dglick@synapse-energy.com ;	Gilbert Fuentes	gilbertt.fuentes@prc.nm.gov ;
Courtney Lane	clane@synapse-energy.com ;	Gabriella Dasheno	gabriella.dasheno@prc.nm.gov ;
Andrea Crane	ctcolumbia@aol.com ;	Jack Sidler	jack.sidler@prc.nm.gov ;
Cara Lynch	lynch.cara.nm@gmail.com ;	Christopher Dunn	christopher.dunn@prc.nm.gov ;
Don Hancock	sricdon@earthlink.net ;	Russell Fisk	russell.fisk@prc.nm.gov ;
Justin Brant	jbrant@swenergy.org ;	Ryan Friedman	ryan.friedman@prc.nm.gov ;
Merrie Lee Soules	mlsoules@hotmail.com ;	John Bogatko	john.bogatko@prc.nm.gov ;

DATED February 28, 2025

/s/ Kari E. Olson
Kari E. Olson