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

NOTICE OF SUPPLEMENT TO EL PASO ELECTRIC COMPANY'S ANNUAL COMPLIANCE REPORT FILING

El Paso Electric Company ("EPE) files this Supplement to Annual Compliance Report in accordance with the Order Adopting Certification of Stipulation, issued November 2, 2022 that was not yet available at the time EPE filed its annual report for year ended December 31, 2025. Because AMI deployment has been completed, this Supplement completes EPE reporting obligation and constitutes EPE final report pursuant to 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,

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WE ARE TRANSFORMING
THE ENERGY LANDSCAPE

Supplement to

El Paso Electric Company
Advanced Metering System ("AMS") Program
Annual Deployment Report
Year Ended December 31, 2025

Supplement to El Paso Electric Company's ("EPE" or the "Company") 2026 Annual Deployment Report reports on the Implementation Phase data metrics for the period ended December 31, 2025.

Status Update on AMS Deployment through March 1, 2026

The Company successfully completed the mass deployment of Advanced Metering System (AMS) meters in the New Mexico service territory in February 2025, ahead of schedule, as the original projected completion date was April 2025. Following completion of the primary installation phase, EPE continued with post-deployment clean-up activities, including resolution of pending meter installations, access issues, and exception accounts. These remaining installations and related field corrections were fully completed in **July 2025**, marking the conclusion of field deployment activities in New Mexico.

Subsequent to field deployment completion, and in accordance with approval granted by the New Mexico Public Regulation Commission (NMPRC), the Company began implementing opt-out procedures for eligible customers. The opt-out process has been administered consistent with EPE's tariffs on file with the Commission.

In addition to completing meter deployment, EPE has continued enhancing the value of AMS technology through advanced analytics and system optimization. In December 2025, the Company implemented Itron's Operations Optimizer (OO) software to leverage meter data for operational analytics, revenue assurance, field optimization, and improved customer service insights. This implementation represents the next phase of AMS maturity, transitioning from deployment to optimization and value realization.

The AMS platform in New Mexico is now fully deployed and operational, with ongoing efforts focused on analytics, data-driven operational improvements, and continued enhancement of system performance and customer engagement.

Notes to the Advanced Meter Deployment Progress Report for Calendar Year 2025

I. Implementation Phase

A. Installation and Deployment

1. Number of advanced meters installed

Report: 130,808. By the end of 2025, EPE installed 130,808 advanced meters, exceeding the original deployment plan of 129,819 meters by 989 meters, primarily

due to customer growth.

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

   Report: 101%

3. *Percentage of customers with advanced meters*

   Report: 99.5%

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

   Report: 548 opt-out customers in 2025, 669 total opt-out customers since beginning of project.

5. *Cost associated with customers opting out of AMS installation*
   Report: $17,741. The total cost is the cumulative total charged to the 669 customers that elected to opt-out of AMS Installation pursuant to Rate 15-Miscellanous 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: 193 calls to/from the installation vendor on meter installations

7. *Number of complaints regarding AMS installation*

   Report: Seven (7) complaints to the New Mexico Public Regulation Commission (NMPRC). Five (5) complaints have been submitted to the installation vendor.

II. Post Deployment Phase

Deployment of the Advanced Metering System (AMS) in the New Mexico service territory was concluded at the end of 2025, following completion of post-deployment clean-up activities, including resolution of pending meter installations and implementation of the NMPRC-approved opt-out process.

A. Field Visits

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

   Supplement to Report: $180,000.

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

   Report: 47,413

3. *GHG reductions from avoided truck rolls*

   Supplement to Report: 114.000 (CO2e MT).

B. AMS Functionality

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

   Supplement to Report: 0.4%.

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

   Report: 127,672

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

   Report: 0%

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

   Report: 84,236

5. *Meter accuracy test percentage*

   Report: 99.95%

6. *Number of remote meter disconnect operations*

   Report: 23,811

7. *Number of remote meter connect operations*

   Report: 23,602

8. *Percentage of interval reads received*

   Report: 99.92%

C. Reliability: Changes to SAIDI (pre vs post deployment)

Report: 2022: 71.48; 2023: 65.69; 2024: 82.55; 2025: 101.72. Although SAIDI increased during the reporting period, the rise was driven by an unprecedented number of outage events, not by AMS performance. Despite more outages occurring, EPE achieved a 10% reduction in restoration time (outage minutes), demonstrating improved operational efficiency. The enhanced visibility and outage detection capabilities provided by AMS have enabled faster dispatch and service restoration. Therefore, while event frequency increased, restoration performance has improved post-deployment.

D. Customer Engagement

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

   Report: 291,013. Approximately, 4.72 views per active user.

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

   Report: 84,236

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

   Supplement to Report: EPE targeted customers via door hangers, facebook, Instagram, connected TV and billboards to encourage Customers to download the EPE mobile app, create an online account, and use EPE's smart energy tools available in the customer portal. The smart energy tools include a free online home energy analysis, bill comparisons, historical energy use, and customized energy saving tips. Customers who take control of their energy use can save money on their energy bills and help EPE manage its load growth. Approximately 12% of customers have accessed energy savings messages and recommendations through the customer portal.

E. Pre/Post AMI Customer Satisfaction Surveys

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

   Report: According to our 2025 Customer Satisfaction Survey results, keeping customer informed about when power will be restored came in at 73 points from residential customers. This has been a steady increase since 2020. 71 with small commercial customers. Reliability and restoration measures remain among the highest-rated attributes for Residential customers and score in the first and second quartiles nationally. Small Commercial scores rank in the second quartile as well. Large Commercial customers also continue to rate reliability very positively, supporting trust and long-term confidence in EPE's service.

2. *Percentage of customers aware of AMS*

   Report: 2% of 739 customers surveyed, mentioned they have read or heard in the news about AMS (smart meters). 3% of 835 customers surveyed recall hearing information about AMS. Our paid customer education campaign resulted in 26.3 million customer impression. (impressions represent the number of times an ad was viewed) At the end of 2025, nearly 63% of customers accessed the online customer portal Customers can use the Smart Energy Tools in the portal.

3. *Understanding of AMS technology and benefits*

   Report: The Next Steps educational campaign targets customers who have recently received a new smart meter. Customers are encouraged to download the EPE mobile app, create an online account, and use EPE's smart energy tools available in the customer portal. This campaign resulted in 1.13 million digital impressions, 9,042 ad clicks and 17.2 million traditional impressions.

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

   Supplement to Report: 57%.

Supplement to
El Paso Electric Company
Advanced Metering System ("AMS") Program
Annual Deployment Report
Year Ended December 31, 2025

Phase	Category	Description	Comment Section	2022	2023	2024	2025	Cummulative through YE
Implementation Phase	Installation and Deployment	Number of advanced meters installed	I.A.1	-	26,216	91,840	12,752	130,808
	Installation and Deployment	Percentage of advanced meters deployed compared to planned installation	I.A.2	0%	123%	112%	101%	115%
	Installation and Deployment	Percentage of customers with advanced meters	I.A.3	0%	20%	71%	100%	91%
	Installation and Deployment	Number of customers electing to opt-out of AMS installation	I.A.4	-	65	56	548	669
	Installation and Deployment	Cost associated with customers opting out of AMS installation	I.A.5	-	$ 1,197	$ 5,074	$ 17,741	$ 24,012
	Installation and Deployment	Number of calls to Customer Contact Center and meter installation vendor regarding meter installation	I.A.6	-	600	11,516	193	12,309
	Installation and Deployment	Number of complaints regarding AMS installation	I.A.7	-	7	16	12	35
Post Deployment Phase	Field Visists	O&M cost savings from avoided field visits	II.A.1	N/A	N/A	N/A	$ 180,000	$ 180,000
	Field Visists	Number of avoided truck rolls/field visits	II.A.2	N/A	N/A	N/A	47,413	47,413
	Field Visists	GHG reductions from avoided truck rolls (CO2e MT)	II.A.3	N/A	N/A	N/A	114	114
	AMS Functionality	Percentage of customers with advanced meters that receive estimated bills	II.B.1	N/A	N/A	N/A	0.4%	0.4%
	AMS Functionality	Total number of AMS meters used for billing (activated)	II.B.2	N/A	N/A	N/A	127,672	127,672
	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	0%	0%
	AMS Functionality	Number of customers with an advanced meter with an active web portal account	II.B.4	N/A	N/A	N/A	84,236	84,236
	AMS Functionality	Meter accuracy test percentage	II.B.5	N/A	N/A	N/A	99.95%	99.95%
	AMS Functionality	Number of remote meter disconnect operations	II.B.6	N/A	N/A	N/A	23,811	23,811
	AMS Functionality	Number of remote meter connect operations	II.B.7	N/A	N/A	N/A	23,602	23,602
	AMS Functionality	Percentage of interval reads received	II.B.8	N/A	N/A	N/A	99.92%	99.92%
	Reliability	Changes to SAIDI (pre vs post deployment)	II.C	N/A	N/A	N/A	10%	10%
	Customer Engagement	Number of monthly, unique visits to the web portal	II.D.1	N/A	N/A	N/A	291,013	291,013
	Customer Engagement	Customer access to hourly or sub-hourly data	II.D.2	N/A	N/A	N/A	84,236	84,236
	Customer Engagement	Percentage of customers with advanced meter that are targeted with energy savings messaging	II.D.3	N/A	N/A	N/A	12%	12%
	Pre/Post AMI Customer Satisfaction Surveys	Survey of customer satisfaction with outage related communications	II.E.1	N/A	N/A	N/A	73 points	73 points
	Pre/Post AMI Customer Satisfaction Surveys	Percentage of customers aware of AMS	II.E.2	N/A	N/A	N/A	63%	63%
	Pre/Post AMI Customer Satisfaction Surveys	Understanding of AMS technology and benefits	II.E.3	N/A	N/A	N/A	1.13 mln impressions	1.13 mln impressions
	Pre/Post AMI Customer Satisfaction Surveys	Percentage of low-income customers aware of AMS	II.E.4	N/A	N/A	N/A	57%	57%