

Your Rights as a Customer - TEXAS

El Paso Electric Company (EPE) is dedicated to providing quality, reliable service to you, our valued customer. This notice is presented as a summary of your rights as a customer and other useful information regarding your service with EPE.

EPE is governed by the rules and regulations of the Public Utility Commission of Texas (Commission). The complete set of EPE's service rules and regulations as approved by the Commission, as well as the Commission's Substantive Rules, are available at EPE's offices for your review and online at www.epelectric.com.

EPE provides this notice to its customers every other year. Should the rules and regulations of the Commission change before EPE publishes a revised notice, EPE will continue to follow the guidelines set by the Commission. Additionally, if there are substantial changes before EPE makes the next notice available, EPE will communicate those changes to customers in an appropriate manner.

Non-Discriminatory Service Provider

EPE provides services without discrimination as to a customer's race, color, sex, nationality, religion, disability, age, veteran status or marital status.

Rate Information

You are entitled to receive information about the rates you are charged and the services available to you. This information can be obtained by visiting EPE's website at www.epelectric.com. Rates are subject to change as approved by the Commission or by a municipality. Rules and regulations are subject to change as issued by the Commission.

All EPE offices keep complete information about rates. This information is available for your review. Upon request, EPE will provide copies. However, you may be charged for EPE's cost to make the copies.

Application for Service

Applicants requesting electric service from EPE may be asked to provide the identification number of the State or government of issuance of the photo identification, such as a driver license, state identification, or passport.. Failure to establish identity or the inability to verify payment of a past due amount could impact your credit worthiness.

When you are applying for service, you must establish and maintain a satisfactory credit rating as detailed below. Credit history of spouses established during shared service will be applied equally to both spouses or former spouses for a period of no more than twelve (12) months after divorce. Satisfactory credit history is established if any one of the following criteria is met:

1. You have been a customer of any electric utility for the same kind of service within the last two (2) years and can demonstrate you are not currently delinquent in payment on that account; you have not been delinquent in payment more than once over the past twelve (12) months of service; and you have not had service disconnected for nonpayment during the last twelve (12) consecutive months. You are encouraged to furnish a record of your payment history from your previous electric utility.
2. You can demonstrate a satisfactory credit history by appropriate means, including, but not limited to, the production of: generally acceptable credit cards; letters of credit reference; the names of credit references that can be quickly and inexpensively contacted by EPE; or ownership of substantial equity that is easily liquidated.
3. You are 65 years of age or older and do not have an outstanding account balance within the last two (2) years with EPE or another electric utility for the same type of utility service.
4. A determination has been made that you are a victim of family violence as defined in the Texas Family Code §71.004, by a family violence center as defined in Texas Human Resources Code §51.002, by treating medical personnel, by law enforcement personnel, by the Office of a Texas District Attorney or County Attorney, by the Office of the Attorney General, or by a grantee of

the Texas Equal Access to Justice Foundation. This determination must be evidenced by submission of a certification letter developed by the Texas Council on Family Violence. The certification letter may be submitted directly to EPE via fax number (915) 521-4794.

Your credit history may affect your eligibility for special programs mentioned in this notice. Should you move from EPE's service territory, EPE will, at your request, provide you with a record of your credit history for the previous twelve (12) months. In many cases, other electric utilities will accept a satisfactory credit record in lieu of paying a deposit.

Security Deposits

If you cannot establish satisfactory credit as provided above, EPE may require an initial deposit. You have the following options instead of paying the initial deposit:

1. Instead of paying the deposit, you may furnish EPE with a satisfactory written letter of guarantee. You can do this by getting a qualified co-signer to guarantee in writing the payment of your bill up to the amount of your deposit. This co-signer will be liable for up to the amount of the deposit only. Guarantee forms are available by email request to customer-care@epelectric.com and must be notarized. The letter of guarantee is in effect until you have paid twelve (12) consecutive bills without having had more than two (2) delinquent payments and without having had service disconnected for nonpayment. Once these Security Deposits criteria are met, EPE will void and return the letter of guarantee or provide written documentation that the letter of guarantee has been voided.
2. If you are an existing customer, you will not be required to pay an initial deposit unless you were late in paying a bill more than once during the last twelve (12) months of service or had service disconnected for nonpayment. EPE may require you to pay this deposit within ten (10) days after the issuance of a written disconnection notice that requests such a deposit. Instead of the initial deposit, you may pay the outstanding balance on the current bill by the due date, provided that you have not used this option in the previous twelve (12) months.
3. EPE is entitled to impose an additional deposit on existing accounts if the average of your actual billing for the last twelve (12) months is at least twice the amount of the estimated annual billing and a disconnect notice has been issued on your account in the previous twelve (12) months. The additional deposit must be paid within ten (10) days after a disconnect notice is sent to you requesting the additional deposit. Instead of paying the additional deposit, you have the option of paying the total amount due on your account by the due date, if you have not used this option in the previous twelve (12) months.

If you are required to pay a deposit, the deposit will be one-sixth (two (2) months) of the estimated annual billing from previous documented account history at the premise. The deposit must be paid before the service is activated. All deposits earn interest at an annual rate as established by the Commission. For the current annual rate, please contact EPE.

When you have paid bills for service for twelve (12) consecutive residential billings or for twenty-four (24) consecutive non-residential billings without having service disconnected for nonpayment of a bill, and without having more than two (2) occasions in which a bill was delinquent, and when you are not delinquent on your current bill, the deposit and interest will be refunded to you promptly. If you do not meet the criteria for the deposit refund, the accrued interest will automatically be applied to the account balance on the last working day of the year. If you request disconnection of service at one (1) address and request service at another address within our service territory, your deposit may be transferred. If you request disconnection of service only, your deposit will be applied to your final bill and any remainder will be refunded promptly. Otherwise, the deposit will be held and will continue to earn interest. If a deposit is refunded within thirty (30) days of the date of the deposit, no interest payment is required. If EPE keeps the deposit more than thirty (30) days, payment of interest will be made retroactive to the

date of the deposit. You may request that interest on your deposit be refunded to you annually.

Payment of Bills

EPE sends you a bill monthly. If you do not receive your bill at the usual time, please contact EPE immediately. Payment is due sixteen (16) calendar days after the date the bill is mailed. If the sixteenth day falls on a weekend or an EPE observed holiday, then the due date is the next business day. When payment is not received on or before the due date, EPE considers the bill delinquent.

The due date appearing on your bill applies only to the current month's billing. If your bill displays a previous balance, that amount is past due and should be paid immediately.

For your convenience, the following payment options are available:

1. Mail your payment in the return envelope provided with your bill.
2. Bank Draft - With your authorization, EPE can draft your financial institution each month for automatic payment of the bill amount. The draft will occur on the bill due date. The bank draft enrollment form is available on EPE's website at www.epelectric.com.
3. EPE has various on-line payment options and authorized payment agent locations. For information regarding these payment options, visit EPE's website at www.epelectric.com.

The third-party providers and agents charge processing fees that are not collected by EPE and are not subject to Commission approval. These fees are subject to change without notice by the authorized payment agent.

Your bill is considered delinquent when you have a previous balance and your account is subject to disconnection for nonpayment. If a payment is returned to EPE by your bank unpaid, there will be a returned item charge. Returned items must be paid by cash, money order, debit card, or a cashier's check. If the bank presents a letter to EPE indicating an item has been returned as a result of the bank's error, there will be no returned item charge. EPE does not accept post-dated checks.

Disconnection of Service

EPE is required to give you proper notice before disconnecting your service for any of the reasons listed below. Proper notice is given by mailing a disconnect notice at least ten (10) days prior to the date EPE plans to disconnect. The notice will prominently display the words "DISCONNECT NOTICE," state the date of disconnection, and contain a statement informing you about the possible availability of financial assistance and special payment programs. The notice will advise you to contact EPE for information about available programs. The information included in the notice will be provided in English and Spanish as necessary to keep you adequately informed.

EPE is permitted to disconnect service with notice for any of the following reasons:

1. Failure to pay your bill or make payment arrangements by the date of disconnection;
2. Failure to comply with payment arrangements or pay plan;
3. Violation of EPE rules about the use of service in a way that interferes with the service of others or the operation of nonstandard equipment (if EPE has made a reasonable attempt to notify you, has given you a reasonable opportunity to remedy the situation, and you have not remedied the situation); and/or
4. Failure to comply with deposit or letter of guarantee arrangements.

EPE may disconnect service without notice in the following situations:

1. Where a known hazardous condition exists, pending correction of the condition, EPE will leave a written statement on the front door of your residence if it is reasonable to do so after service is disconnected. The statement will indicate the reason for the disconnection and the telephone numbers to call during regular business hours to have your service reconnected;

2. When a person has not applied for service and an unauthorized connection is made or when service has been disconnected for nonpayment and an unauthorized reconnection is made; or
3. In cases involving the tampering or bypassing of EPE's meter or other EPE equipment or evidence of theft of service.

EPE will not disconnect service to a residential customer who is delinquent in paying his or her bill for electric service for a billing period in which EPE receives a pledge, letter of intent, purchase order, or other notification that an approved energy assistance provider is forwarding sufficient payment to continue service. If such financial assistance covers only a portion of the bill and you have made other payment arrangements with EPE before the date of disconnection for the remainder of the bill, your service will not be disconnected as long as you comply with the terms of the arrangement. In both cases, EPE must receive notice from the energy assistance provider of its commitment prior to the date of disconnection.

The receipt of a commitment from an approved energy assistance provider for payment of one (1) bill does not exempt you from disconnection for nonpayment of previous, current, or future bills for which no energy assistance provider commitment has been obtained. In cases where an energy assistance provider withdraws its commitment to pay all or a portion of a bill, you are responsible for the bill.

Your electric service cannot be disconnected if extreme weather conditions of heat or cold exist. The Commission has set the limits of these conditions.

Disputed Bills

If you have a billing dispute or a complaint with respect to any matter generally relating to EPE's relationship with you as our customer, please contact EPE. EPE will promptly investigate the matter and give you the results within twenty-one (21) days. If you dispute a bill, you do not have to pay the disputed amount until EPE resolves the dispute. If you are not satisfied with EPE's review and resolution, you can file a complaint with the Commission. Please refer to 'How to file a Complaint or Appeal' in this notice.

Alternative Payment Plans and Additional Services

If you are experiencing financial problems, you have the right to contact EPE either by telephone or by written notice directed to Customer Service. Information will be provided to you about alternate payment and payment assistance programs available from EPE, such as deferred payment, disconnection moratoriums, payment assistance program for veterans severely burned in combat, or energy assistance programs, as applicable, and about the eligibility requirements and procedures for applying for each program.

Payment Arrangement Plan

If you are experiencing financial problems and have not been issued more than two (2) disconnect notices in the last twelve (12) months, you can request a Payment Arrangement Plan. The Payment Arrangement Plan is a temporary arrangement designed to assist you during a financial crisis. With this plan, your service will not be disconnected if you pay your current bill when due and pay a calculated portion of the outstanding bill in agreed upon installment amounts until the outstanding bill is paid in full, which is usually within three (3) months. Each situation is individually reviewed and documentation, such as medical reports, may be needed.

A Payment Arrangement Plan may be verbal or written. EPE will provide you with a written copy of the terms upon agreement. If you fail to fulfill the terms of the Payment Arrangement Plan, EPE will disconnect service pursuant to the disconnection procedures provided in this notice.

However, if your economic or financial circumstances change substantially, EPE may, but is not obligated to, renegotiate the agreement with you, taking into account your changed economic and financial circumstances.

You may also obtain additional information from the Financial Assistance Agencies and Organizations listed at the end of this notice.

Budget Billing Plan (Budget Billing)

Budget Billing allows you to pay your electric bill with a scheduled amount each month. Your monthly payment amount is calculated by dividing your previous year's billing at prior year's rates by twelve (12) (Any applicable taxes will be added to this amount). To be eligible for Budget Billing, you must be in good standing and current with payments.

To qualify, the account must be for residential service, must be current or have entered and followed the terms of a payment arrangement. EPE reserves the right to collect a deposit from you at the time you elect to enroll in Budget Billing. The amount of the deposit will not exceed one-sixth (two (2) months) of the estimated annual billing. EPE may keep this deposit for as long as you remain on the Budget Billing. EPE will continue to pay interest on the deposit at an annual rate as established by the Commission.

You may wish to consider combining Budget Billing with your bank draft, so the same amount is deducted each month.

Budget Billing is not available to customers who have an interconnection agreement with EPE.

Record of Bill Payment History

Should you move from our service territory, EPE can provide, at your request, a record of your bill payment history for the previous twelve (12) months. In many cases, other electric utilities will accept a satisfactory credit record in lieu of requiring a deposit.

Energy Efficiency

It is important to make energy efficiency part of your daily routine. It is equally important that your home be insulated and weatherized. To learn more about energy efficiency programs offered by EPE or for energy efficiency tips, visit www.epelectric.com.

Customers with Serious Illnesses or Disabilities

If you have difficulty paying your bill and a person in your home could become seriously ill or more seriously ill because of service disconnection, you or your caretaker must comply with the following requirements to avoid disconnection:

- a. A doctor or medical person must send a written notice to EPE by the disconnect date; and
- b. You must enter into a Payment Arrangement Plan prior to the disconnect date.

If you have questions about these requirements, please contact EPE.

Customers with Physical Disabilities

Customers with physical disabilities, and those who care for such customers, are encouraged to identify themselves to EPE so that they may be informed of their rights, where necessary and appropriate to the person's circumstances.

Critical Load Residential Customers

A critical load residential customer is a residential customer who has a critical need for electrical service because a resident on the premises requires electric service to maintain life. Customers who require electric service to maintain life should notify EPE. If electricity is a necessity, you must make other arrangements for on-site back-up capabilities or other alternatives in the event of loss of electric service.

If a person in your home could become seriously ill or more seriously ill because of service disconnection, please refer to the requirements in the Customers with Serious Illnesses or Disabilities section.

If you have questions about these requirements, please contact EPE.

Reconnection of Service

When EPE disconnects your service for nonpayment of your bill or damage to the meter caused by tampering or bypassing, EPE may require you to pay the entire past due amount of the bill, a reconnection fee and a security deposit before service can be restored. Payment of all charges must be made at one of EPE's authorized payment agents, or EPE authorized on-line payment providers. Once you comply with the requirements necessary to have your service reconnected, EPE will make a reasonable effort to reconnect your service on the day requested, and in any event, no later than the next business day. EPE may charge a Same Day Rate for reconnection requested on the same day, after business hours, Saturdays, Sundays, and holidays.

If energy diversion and damage to the meter are involved, you will be required to pay damage charges and energy diversion fees when applicable.

Service Outage

In the event of a service outage, EPE will work to restore service in your area as soon as safely as possible. For your convenience, the following options are available to report an outage:

- a. Toll-Free at 1-800-351-1621
- b. Automated at (915) 877-3400
- c. EPE's website via EPE Chat
- d. Using the MyEPE Outage Reporting App

How to File a Complaint or Appeal

You have the right to file a complaint with EPE or the Commission. You also have the right to appeal a decision by EPE about a complaint to the Commission. If you request that EPE conduct a management review of your complaint, EPE management will determine if further investigation is necessary. A written copy of the results of the management review will be provided to you within ten (10) days, if requested.

Your service will not be disconnected during our review of your complaint for the disputed amount. However, if you choose not to seek a management review, your service will still be subject to disconnection provided notice is issued under standard disconnection procedures.

The Commission may be contacted at:

Public Utility Commission of Texas
Office of Customer Protection (512) 936-7120
P.O. Box 13326 Texas (toll-free) 1-888-782-8477
Austin, Texas 78711-3326 Fax (512) 936-7003
e-mail address: customer@puc.texas.gov
internet address: www.puc.texas.us
Relay Texas 711 or (toll-free) 1-800-735-2989

How to Contact El Paso Electric - Mailing Addresses

If you prefer to mail payments or other correspondence to EPE, please address them as follows:

Payments:	Correspondence:
El Paso Electric Company	El Paso Electric Company
P.O. Box 650801	P.O. Box 982
Dallas, Texas 75265-0801	El Paso, Texas 79960-0982

EPE Customer Service can be accessed via email at customercare@epelectric.com or via chat at www.epelectric.com

Telephone Numbers

Customer Service	Outage
Texas - (915) 543-5970	Texas - (915) 877-3400
New Mexico - (575) 526-5555	New Mexico - (575) 523-7591
Toll-free - (800) 351-1621	

Telecommunications Device for the Hearing or Speech Impaired

EPE has a teletype/telecommunications device (TTY) to serve our hearing or speech impaired customers. To use this service, a customer must also have access to a TTY unit. To reach an EPE representative who is trained to use the TTY equipment, call (915) 543-5984 in Texas or (575) 523-3516 in New Mexico. You may contact the Commission at Relay Texas 711 or toll-free at 1-800-735-2989.

EPE Payment Kiosk Locations

El Paso, TX

100 N. Stanton
Corner of Kansas and Myrtle
El Paso, Texas 79901

Van Horn, TX

1800 West Broadway, Suite 316
Van Horn, Texas 79851

Las Cruces, NM

201 North Water Street
Las Cruces, NM 88001

5195 Bataan Memorial West #2
Las Cruces, New Mexico 88012

Authorized Payment Agencies

For your convenience, EPE has authorized payment agent locations throughout our service territory. To find the nearest location visit EPE's website at www.epelectric.com. These agents charge processing fees. These fees are not collected by EPE and are not subject to Commission approval. These fees are subject to change without notice by the authorized payment agent.

Payments made to unauthorized collection agencies are made at the customer's risk. EPE cannot accept responsibility for the failure of such unauthorized collection agencies to tender a customer's payment to EPE.

Testing the Meter

You have the right to request your meter be tested, and such a test will be completed without charge to you provided the meter has not been tested at your request during the last four (4) years. If a test was completed during the last four (4) years and the second test you request reveals the meter to be within accuracy standards, you will be charged a fee for the test.

EPE keeps all meters operating within the accuracy standards established by the American National Standards Institute.

Reading the Meter

You have the right to know how to read your meter and EPE is available to assist. Knowing how to read your meter can help you understand how you are using electricity. For instructions on how to read your meter contact EPE or visit, www.epelectric.com.

Each month, EPE will obtain a reading from the electric service meter at your residence. It is your responsibility to grant EPE access to the meter. Acceptance of service from EPE constitutes an agreement with EPE to provide access to the meter. In the event EPE cannot get access to the meter, EPE may require that specific actions be taken to grant EPE access. The meter reader often has to deal with obstacles such as animals, locked gates or an obstructed view when approaching a meter. It is your obligation to restrain your animal(s) when the meter reader requests to read the meter. When obstacles such as these prevent the meter reader from reading the meter, an estimated reading may be used to bill your account. If there is a condition such as a locked gate, an obstacle in front of the meter, or an unrestrained animal that prevents the meter reader from obtaining a reading, please contact EPE immediately.

Financial Assistance Agencies

Funded financial assistance may be available for persons in need of assistance with their electric utility payments. For financial assistance information, or if you are unable to pay your bill, please contact EPE or contact the agencies listed below.

El Paso County General Assistance Agency

6314 Delta Drive
El Paso, Texas 79905

Phone: (915) 546-8150

www.epcounty.com/generalassistance

Project Bravo

2000 Texas Avenue
El Paso, Texas 79901

Phone: (915) 562-4100

or (855) 300-6539

www.projectbravo.org

Project Amistad

3210 Dyer
El Paso, Texas 79930

Phone: (915) 298-7307 (option 1)

www.projectamistad.org **Big Bend**

Community Action Committee

702 West Broadway Street
Van Horn, Texas 79855

Phone: (432) 299-0233

Fax: (432) 299-0151

Texas Department of Housing and Community Affairs

Toll-free: 1-877-399-8939

Texas Health and Human Services Commission - Region X

401 East Franklin Suite 210
El Paso, Texas 79901

Phone: (915) 834-7675

Fax: (915) 834-7799

Public Utility Commission of Texas

P.O. Box 13326

Toll-free: 1-888-782-8477

Austin, Texas 78711-3326

Fax: (512) 936-7003

Teletype writer for the hearing or speech impaired:

Relay Texas 711 or toll-free at 1-800-735-2989