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El Paso Electric Receives Regulatory Approval to Provide Texas Customers with a Fuel Credit
Customers will see credit on bills starting this July

EL PASO, TX – El Paso Electric (EPE) customers who reside in Texas will see a credit on their electric bills during the peak usage season of the summer as EPE's filing to issue a temporary fuel refund was officially approved by the Public Utilities Commission of Texas (PUCT).

"The timing of this credit is important as our region continues working together to mitigate and reduce exposure to this virus," shares EPE interim CEO Adrian J. Rodriguez. "We encourage customers to contact our Customer Care Team if you find yourself in a situation where you need assistance with your utility bill. We are here to help and connect you to important resources like payment assistance programs available to our customers. We understand the uniqueness of this situation and our commitment to providing you with great customer service and meeting your energy needs safely has not wavered."

On June 29, the PUCT approved EPE's filing to request a fuel refund for Texas customers over a two-month period. This means that the average residential customer may see a monthly credit of about \$5.94 in July and about \$6.58 in August for a total savings of about \$12.52 over the two-month period. Large customers will receive a one-time credit in July 2020.

Visit epelectric.com/powering-thru-together for important information regarding payment assistance, payment plan options and other important information during this time. Customers are encouraged to contact our Customer Care Team by email at CustomerCare@epelectric.com or by phone at (915) 543-5970 or (575) 526-5555.

About the Texas Fuel Factor

The fuel factor is designed to recover the cost of the fuel used to generate electricity, a cost EPE incurs supplying electricity to customers. EPE is permitted by its regulators to only recover the actual fuel expenses and any over-recoveries are then subject to refund. EPE adjusts fuel factors periodically to more accurately reflect the current and forecasted cost of fuel. EPE does not earn a profit on fuel costs.

About El Paso Electric

El Paso Electric is a regional electric utility providing generation, transmission and distribution service to approximately 435,000 retail and wholesale customers in a 10,000 square mile area of the Rio Grande valley in west Texas and southern New Mexico.

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