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El Paso Electric Adds Live Customer Care Chat Feature to Better Serve Customers

EL PASO, Texas – As part of an ongoing effort to enhance the customer service experience customers have come to expect from El Paso Electric (EPE), the Utility unveils the live chat feature available on the throughout epelectric.com. The new website chat feature, called “EPE Chat” will be available to all customers from 7:00 a.m. to 7:00 p.m. MST Monday through Friday and programmed to assist in both English and Spanish. This new enhanced feature comes just one week after EPE shared its new and permanent Customer Care Call Center hours that were extended from 7:00 a.m. to 7:00 p.m. MST, Monday through Friday.

“EPE’s commitment to provide more access to communicate with us in as many ways possible is underscored by our new EPE Chat capability,” shares EPE Vice President of Customer Care and Communications Eddie Gutierrez. “And while customers can always call into our Customer Care, EPE Chat can provide customers with information about their electric bill or answer questions about additional services like energy efficiency programs and tips. It has always been important to keep our customers informed and updated, no matter if they are an English or Spanish speaker.”

EPE Chat is a light-green circle located at the bottom, right corner of every page on epelectric.com. Customers can easily access a Customer Care team member by simply clicking on the image.

Other existing forms of contact with EPE’s Customer Care Team will remain in place and include:

- Call EPE’s toll free number at (800) 592-1634
- Call EPE’s Customer Care Team based on your state of residence:
 - Texas: (915) 543-5970
 - New Mexico: (575) 526-5555
- By Email at CustomerCare@epelectric.com
- By mail at P.O. Box 982, El Paso, Texas 79960

About El Paso Electric

El Paso Electric is a regional electric utility providing generation, transmission and distribution service to approximately 441,800 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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