



COMING SOON: SMART METERS



Why smart meters?

El Paso Electric (EPE) is replacing its current meters with state-of-the-art smart meter technology beginning in spring 2023. Smart meters will give customers more control over their energy use and costs.

Empowers Customers

The meters will provide energy consumption data in near real time so customers can track their energy use and make simple adjustments to save money and help the environment.

Enhances Customer Experience

- Customers will have the option to access their energy data through an online portal.
- Customers will have the option to receive customized energy saving tips and bill alerts.
- Customer Care representatives will be able to respond to inquiries more effectively.
- Smart meters will decrease the time required to start, stop, or transfer electric service.
- EPE will not need to send meter readers to each property since smart meters provide the data through a secure communication network.

Improves Outage Management

Smart meters will automatically alert EPE to power outages, so customers don't have to report them. These notifications will improve restoration time during storms and other events that may cause power outages.

More Program Offerings

Smart meters will allow EPE to support and expand sustainability programs and services focused on renewable energy and electric vehicles. There will also be more rate and payment options for customers.

Enhances Reliability and Resiliency

With smart meters, EPE can remotely monitor the electric grid and identify opportunities for preventative maintenance and infrastructure improvements.

Smart meters will NOT be able to manage your energy use or control your thermostat, and EPE will not share your data with third parties.

Questions about the EPE smart meter project?

Call us at 1-800-592-1634 or email us at customercare@epelectric.com.