

**El Paso Electric Company  
Advanced Metering System ("AMS") Program  
Annual Deployment Report  
Year Ended December 31, 2022**

Phase	Category	Description	Comment Section	2022	Cummulative through YE
<b>Implementation Phase</b>	Installation and Deployment	Number of advanced meters installed	I.A.1	-	-
	Installation and Deployment	Percentage of advanced meters deployed compared to planned installation	I.A.2	0%	-
	Installation and Deployment	Percentage of customers with advanced meters	I.A.3	0%	N/A
	Installation and Deployment	Number of customers electing to opt-out of AMS installation	I.A.4	-	-
	Installation and Deployment	Cost associated with customers opting out of AMS installation	I.A.5	-	-
	Installation and Deployment	Number of calls to Customer Contact Center and meter installation vendor regarding meter installation	I.A.6	-	-
	Installation and Deployment	Number of complaints regarding AMS installation	I.A.7	-	-
<b>Post Deployment Phase</b>	Field Visits	O&M cost savings from avoided field visits	II.A.1	-	-
	Field Visits	Number of avoided truck rolls/field visits	II.A.2	-	-
	Field Visits	GHG reductions from avoided truck rolls	II.A.3	-	-
	AMS Functionality	Percentage of customers with advanced meters that receive estimated bills	II.B.1	0%	N/A
	AMS Functionality	Total number of AMS meters used for billing (activated)	II.B.2	-	-
	AMS Functionality	Percentage of customers with an advanced meter that have made a complaint of inaccurate meter readings	II.B.3	0%	N/A
	AMS Functionality	Number of customers with an advanced meter with an active web portal account	II.B.4	-	-
	AMS Functionality	Meter accuracy test percentage	II.B.5	0%	N/A
	AMS Functionality	Number of remote meter disconnect operations	II.B.6	-	-
	AMS Functionality	Number of remote meter connect operations	II.B.7	-	-
	AMS Functionality	Percentage of interval reads received	II.B.8	0%	N/A
	Reliability	Changes to SAIDI (pre vs post deployment)	II.C	-	N/A
	Customer Engagement	Number of monthly, unique visits to the web portal	II.D.1	-	-
	Customer Engagement	Customer access to hourly or sub-hourly data	II.D.2	-	-
	Customer Engagement	Percentage of customers with advanced meter that are targeted with energy savings messaging	II.D.3	0%	N/A
	Pre/Post AMI Customer Satisfaction Surveys	Survey of customer satisfaction with outage related communications	II.E.1	-	-
	Pre/Post AMI Customer Satisfaction Surveys	Percentage of customers aware of AMS	II.E.2	0%	N/A
	Pre/Post AMI Customer Satisfaction Surveys	Understanding of AMS technology and benefits	II.E.3	-	-
	Pre/Post AMI Customer Satisfaction Surveys	Percentage of low-income customers aware of AMS	II.E.4	0%	N/A

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*In accordance with El Paso Electric Company’s (“EPE” or the “Company”) deployment plan, the Company did not deploy any AMS meters in 2022 and so there are no metrics to report for the period ended December 31, 2022.*

**Status of AMS Deployment as of March 1, 2023**

The Company continues its AMS deployment in a timely manner. On February 27, 2023, the key information technology systems (*i.e.*, the Head End System, Meter Data Management System, and the Customer Cloud Information System) went live. All other supporting systems for deployment are scheduled to go live by March 20, 2023. EPE’s deployment of network devices is currently in progress, with the Company having deployed 15% of the network infrastructure since the start of 2023. The Company has sufficient meter inventory to start deployment but is still completing its AMS meter deployment plan. Once the plan is completed, EPE expects to begin mass deployment of AMS meters in New Mexico by September 5, 2023.

**Notes to the Advanced Meter Deployment Progress Report**

**I. Implementation Phase**

**A. Installation and Deployment**

*1. Number of advanced meters installed*

Report: None

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

Report: None

*3. Percentage of customers with advanced meters*

Report: None

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

Report: None

*5. Cost associated with customers opting out of AMS installation*

Report: None



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6. *Number of calls to Customer Contact Center and meter installation vendor regarding meter installation*

Report: None

7. *Number of complaints regarding AMS installation*

Report: None

## II. Post Deployment Phase

### A. Field Visits

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

Report: None

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

Report: None

3. *GHG reductions from avoided truck rolls*

Report: None

### B. AMS Functionality

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

Report: None

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

Report: None

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

Report: None

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

Report: None

5. *Meter accuracy test percentage*

Report: None



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6. *Number of remote meter disconnect operations*

Report: None

7. *Number of remote meter connect operations*

Report: None

8. *Percentage of interval reads received*

Report: None

## **C. Reliability: Changes to SAID (pre vs post deployment)**

Report: None

## **D. Customer Engagement**

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

Report: None

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

Report: None

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

Report: None

## **E. Pre/Post AMI Customer Satisfaction Surveys**

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

Report: None

2. *Percentage of customers aware of AMS*

Report: None

3. *Understanding of AMS technology and benefits*

Report: None

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

Report: None