



AMS Programs Advisory Group

Quarterly Meeting



January 26, 2023

SMART METERS ADVANCE EPE'S MISSION



1

Build a Trusted Partnership with Customers and Community

2

Propel Growth in Our Company and the Region

3

Leverage Technology to Drive Efficiency and Security

4

Lead Environmental Sustainability

5

Drive a Work Culture of Empowerment, Accountability, and Inclusion

- EPE is transforming the energy landscape, and this is a significant step in the transformation.
- Smart meters will help EPE achieve its climate goals of becoming carbon neutral by 2035 and carbon free by 2045.
- Smart meters advance EPE's strategic pillars:
 - Build trust with the community
 - Leverage technology to drive efficiency and security
 - Propel growth in the region
 - Lead with environmental sustainability



CUSTOMER BENEFITS

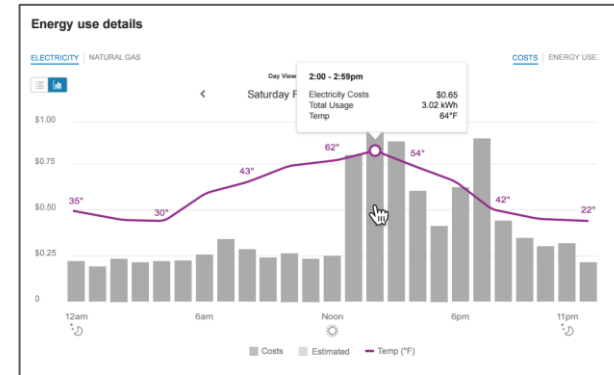
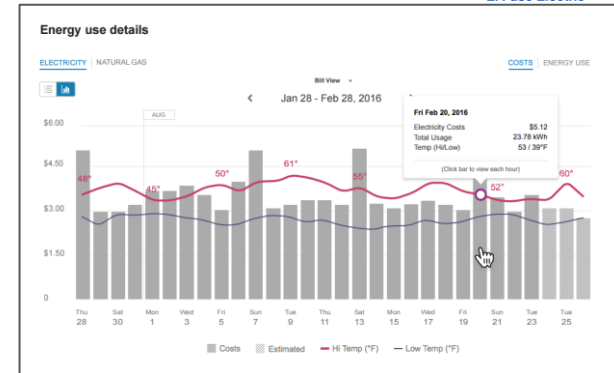
- More control over energy use
- Enhances customer experience
- Improves outage management
- Allows for more program offerings
- Enhances reliability and resiliency

Link to FAQs: [Smart Meters \(epelectric.com\)](https://www.epelectric.com)

NOW, YOU'VE GOT THE POWER



- The smart meters will provide energy usage data in near real time so customers can track their energy use and make simple adjustments to save money and help the environment.
 - Option to access energy data through online portal
 - Option to receive customized energy saving tips, projected usage and bill alerts
 - Capability to remotely modify service status and rates at request of the customer



IMPROVING RELIABILITY AND RESILIENCY

- Outage Management
 - Smart meters will automatically alert EPE when there's an outage - so customers don't have to report them.
 - This will allow EPE to deploy crews faster.
- Building a Resilient Grid
 - EPE will be able to remotely monitor the electric grid and identify opportunities for preventative maintenance and infrastructure improvements.



MISCONCEPTIONS

- Smart meters will NOT be able to manage your energy use or control your thermostat but will provide granular energy usage information for the customer to assess and take savings recommendations.
- EPE will NOT share your data with commercial third parties unless the customer requests and authorizes it.

EPE SMART METER PROJECT

- EPE's Smart Meter Project was approved by both the New Mexico and Texas regulatory commissions in 2022.
- EPE is replacing its current meters with state-of-the-art smart meter technology beginning in spring 2023.
- A smart meter is a digital meter that remotely tracks energy use in near real time and sends the data to EPE through a secure communication network.
- Most customers will be able to see their energy use in 15-minute increments.

WHEN WILL THE SMART METERS BE INSTALLED?

- Texas installations will begin in spring 2023.
- New Mexico installations will begin in fall 2023.
- This is a multi-year project with a projected end date of 2025.
- Customers will receive a postcard in the mail 60 days prior to their scheduled installation date.
- Customers do not need to be present for the meter changeout, and no appointment is needed except under special circumstances.
- Installation will require power to be turned off for 5 to 15 minutes.

EPE Compliance List from NMPRC's Certification of Stipulation

(Issued October 12, 2022)



- EPE agrees to seek federal funding available through the Infrastructure Investment and Jobs Act (IIJA) for this project. Application was submitted on December 16, 2022.
- EPE will record and track actual project costs and revenues necessary to support the AMS Rider.
- EPE will include in its AMS Customer Education Plan a notice to customers about their opportunity to opt out 60 days before customer is scheduled to receive an advanced meter.
- EPE will form a jurisdictional AMS Programs Advisory Group (“Advisory Group”) to collaborate on development of, testing of, and an implementation schedule for program and services to enable full customer use of AMS capabilities. Will hold quarterly meetings.
- EPE will hold customer focus groups and begin rate program development in Q2-Q4 2023.
- EPE will file for Regulatory approval of Pilot Rate/Program Option in Q4 2023.



FOR MORE INFORMATION

Visit epelectric.com/smartmeters

