

**EL PASO ELECTRIC COMPANY**

**ELEVENTH REVISED RATE NO. 15  
CANCELLING TENTH REVISED RATE NO. 15**

X  
X

**MISCELLANEOUS SERVICE CHARGES**

**APPLICABILITY**

Service charges under this rate schedule are applicable to all Customers. The Company will charge for these services and/or functions in addition to those that are a normal utility service and provided for under the rate schedules of the Company.

**TERRITORY**

Areas served by the Company in Doña Ana, Sierra, Otero and Luna Counties.

**SERVICE CHARGES**

Description of Charge	Standard	Opt-Out	
New Service Start - No Field Activity Required	\$ 3.00	\$ 3.00	
New Service Start - Field Activity Required	\$ 10.25	\$ 16.00	X
New Service Start - No Existing Meter (Standard Rate)	\$ 49.00	\$ 49.00	
New Service Start - No Existing Meter (Non-Standard Rate)	\$ 262.00	\$ 262.00	
Monthly Fee for Opt-Out Metering Service	N/A	\$6.72	
One-Time Fee for Opt-Out Service (Keep Existing Meter)	N/A	\$40.65	
One-Time Fee for Opt-Out Service (Digital Non-Communicating Meter before advanced meter installed)	N/A	\$77.57	
One-Time Fee for Opt-Out Service (Digital Non-Communicating Meter after advanced meter installed)	N/A	\$105.20	
Energy Diversion Charge	\$ 291.00	\$ 291.00	
Energy Diversion With Damage Charge	\$ 484.00 minimum	\$ 484.00 minimum	
Meter Seal Replacement Charge	\$ 11.00	\$ 11.00	
No Access To Equipment Charge – Field Activity Required	\$ 15.00	\$ 15.00	
No Access To Equipment Charge – Enhanced Field Activity Required	\$ 33.00 minimum	\$ 33.00 minimum	
“No Light” Service Call Charge (Standard Rate)	\$ 30.00	\$ 30.00	
“No Light” Service Call Charge (Non-Standard Rate)	\$ 253.00	\$ 253.00	
Non-Pay Reconnect Charge @ Meter (up to 200 amps or single-phase)	\$ 21.50	\$ 35.00	X X
Non-Pay Reconnect Charge @ Meter (over 200 amps or three-phase)	\$35.00	\$35.00	X X

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**EFFECTIVE**

July 1, 2024

Replaced by NMPRC

By: Commission Final Order

Case No. 21-00269-UT

Signature/Title /s/ James Schichtl

**James Schichtl  
Vice President – Regulatory  
Operations and Resource Strategy**

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Non-Pay Reconnect Charge @ Pole (up to 200 amps or single-phase)	\$ 90.50	\$ 157.00	X
Non-Pay Reconnect Charge @ Pole (over 200 amps or three-phase)	\$157.00	\$157.00	X
Pulse Metering Equipment Installation	\$ 277.00	\$ 277.00	X
Pulse Metering Equipment Repair	\$ 77.00	\$ 77.00	X
Returned Payment Charge	\$ 21.00	\$ 21.00	
Requested Meter Test Charge (Single Phase)	\$ 69.00	\$ 69.00	
Requested Meter Test Charge (Three Phase)	\$ 149.00	\$ 149.00	
Temporary Overhead Connection Charge	\$ 180.00	\$ 180.00	
Temporary Underground Connection Charge	\$ 180.00	\$ 180.00	
Unable to Connect Requested Service for Failed Inspection	\$ 77.00	\$ 77.00	
Facilities Rental Charge (Monthly)	0.7818% of cost	0.7818% of cost	
Special Bill Analysis Charge	\$ 74.00 minimum	\$ 74.00 minimum	
Non-Routine Miscellaneous Charge	At cost	At cost	
Out of Cycle Meter Reading Charge	\$ 8.75	\$ 14.00	X

**MISCELLANEOUS CHARGE DESCRIPTIONS**

**NEW SERVICE START – NO FIELD ACTIVITY REQUIRED**

The charge for a new service account setup or name change at a service location with an existing meter due to a change of responsible party, tenant or owner where no field activity, e.g., meter reading, is required.

**NEW SERVICE START – FIELD ACTIVITY REQUIRED**

The charge for a new service account setup or name change at a service location with an existing meter due to a change of responsible party, tenant or owner where the Company determines that a field activity, e.g., meter reading, is required or that the meter must be reconnected.

**NEW SERVICE START – NO EXISTING METER (STANDARD RATE)**

The charge for a new service account setup and service wires and a meter are installed for the first time to a new premise or point of service to initiate a new electric service account. The Standard Rate is charged when a Customer requests that the service installation be scheduled during normal

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Company work hours. Normal Company work hours shall be 7:00 a.m. to 8:00 p.m., Monday through Friday, and 7:00 a.m. to 3:30 p.m. on Saturday, excluding holidays.

**NEW SERVICE START – NO EXISTING METER (NON-STANDARD RATE)**

The charge for a new service account setup and service wires and meter are installed for the first time to a new premise or point of service to initiate a new electric service account. The Non-Standard Rate is charged when a Customer requests same-day connection, or outside of normal Company work hours. Normal Company work hours shall be 7:00 a.m. to 8:00 p.m., Monday through Friday, and 7:00 a.m. to 3:30 p.m. on Saturday, excluding holidays.

**MONTHLY FEE FOR OPTING-OUT OF ADVANCED METERING SERVICE**

The fee will be charged monthly to all customers who request and receive Opt-Out Metering Service to opt out of advanced metering service.

**ONE-TIME FEE FOR OPTING-OUT OF ADVANCED METERING SERVICE (KEEP EXISTING METER)**

The one-time fee will be charged to all customers who request to opt out of advanced metering service and who request to keep their existing meter. Payment for this one-time fee must be received within 60 days of receiving a utility notice for this service.

**ONE-TIME FEE FOR OPTING-OUT OF ADVANCED METERING SERVICE (DIGITAL NON-COMMUNICATING METER BEFORE ADVANCED METER INSTALLED)**

The one-time fee will be charged to all customers who request to opt out of advanced metering service and who request a new metering device or whose current meter fails a safety and/or accuracy test. Payment for this one-time fee must be received within 60 days of receiving a utility notice for this service.

**ONE-TIME FEE FOR OPTING-OUT OF ADVANCED METERING SERVICE (DIGITAL NON-COMMUNICATING METER AFTER ADVANCED METER INSTALLED)**

The one-time fee will be charged to all customers who request to opt out of advanced metering service.

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**ENERGY DIVERSION CHARGE**

The charge for the detection and confirmation of any incidence of tampering or interference with a meter installation, or by other means that prevent the proper operation thereof. This includes theft of service by any person on the Customer's premises, or the evidence of such tampering, interfering, or theft of service (energy diversion). The Company will maintain evidence as required and a notice will be left at the Customer's premise when possible.

In addition, the Customer will pay the disconnect charge and the estimated cost of power and energy not recorded on the meter by reason of energy diversion at the applicable rate using the Company's best estimated data.

**ENERGY DIVERSION WITH DAMAGE CHARGE**

The minimum charge for the detection and confirmation of any incidence of tampering or interference with a meter installation, or by other means that prevent the proper operation thereof, resulting in damage to the Company's equipment which requires replacement. This includes theft of service by any person on the Customer's premises, or the evidence of such tampering, interfering, or theft of service (energy diversion). The Company will maintain evidence as required and a notice will be left at the Customer's premise when possible.

In addition, the Customer will pay the disconnect charge and the estimated cost of power and energy not recorded on the meter by reason of energy diversion at the applicable rate using the Company's best estimated data.

The Customer shall be responsible for any additional cost incurred by the Company.

**METER SEAL REPLACEMENT CHARGE**

The charge for the replacement of the Company's meter seal on the meter at the Customer's premises when the seal has been broken or removed.

**NO ACCESS TO EQUIPMENT CHARGE – FIELD ACTIVITY**

The charge for the Customer's failure to provide access to the Company's equipment, e.g., the meter, and Company service personnel must be sent back to the premise to access the Company's equipment, e.g., to obtain a physical meter reading.

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**NO ACCESS TO EQUIPMENT CHARGE – ENHANCED FIELD ACTIVITY**

The minimum charge for the Customer's failure to provide access to the Company's equipment, e.g., the meter, and additional Company service personnel must be sent back to the premise access the Company's equipment, e.g., to obtain a physical meter reading.

The Customer shall be responsible for any additional cost incurred by the Company.

**"NO LIGHT" SERVICE CALL CHARGE (STANDARD RATE)**

The charge when a Customer calls the Company to report "No Lights" and requests Company service personnel be dispatched to the Customer premises and it is determined that the "No Light" condition was caused by a problem in the Customer-owned wiring or equipment on the Customer's side of the point of delivery. The Standard Rate is charged when a Customer requests that the "No Light" service call be scheduled during normal Company work hours. Normal Company work hours shall be 7:00 a.m. to 8:00 p.m., Monday through Friday, and 7:00 a.m. to 3:30 p.m. on Saturday, excluding holidays.

**"NO LIGHT" SERVICE CALL CHARGE (NON-STANDARD RATE)**

The charge when a Customer calls the Company to report "No Lights" and requests Company service personnel be dispatched to the Customer premises and it is determined that the "No Light" condition was caused by a problem in the Customer-owned wiring or equipment on the Customer's side of the point of delivery. The Non-Standard Rate is charged when a Customer requests that the "No Light" service call be scheduled outside of normal Company work hours. Normal Company work hours shall be 7:00 a.m. to 8:00 p.m., Monday through Friday, and 7:00 a.m. to 3:30 p.m. on Saturday, excluding holidays.

**NON-PAY RECONNECT CHARGE @ METER**

The charge when the Customer requests reconnection of electric service following a disconnection of service due to the non-payment of the Customer's bill. All reconnections will be scheduled for same day or next day, during normal Company work hours. Normal Company work hours shall be 7:00 a.m. to 8:00 p.m., Monday through Friday, and 7:00 a.m. to 3:30 p.m. on Saturday, excluding holidays.

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**NON-PAY RECONNECT CHARGE @ POLE**

The charge for the reconnection of electric service when the Customer was disconnected at the pole or riser for non-payment of its bill and Company personnel were unable to gain access to the meter for disconnection due to a condition at the Customer's premise (i.e., locked gate, dog, blocked meter, fence, etc.). Reconnection will be made on a next-day or scheduled basis during normal Company work hours. Normal Company work hours shall be 7:00 a.m. to 8:00 p.m., Monday through Friday, and 7:00 a.m. to 3:30 p.m. on Saturday, excluding holidays.

**PULSE METERING EQUIPMENT INSTALLATION**

The charge when the Customer requests that the Company install an isolation relay and output wiring to provide output electric pulses for the purpose of load management and energy conservation.

**PULSE METERING EQUIPMENT REPAIR**

The charge when the Customer requests that the Company repair pulse metering equipment due to a loss of pulse and it is determined that the cause is a problem in Customer-owned wiring or equipment on the Customer's side of the point of delivery.

**RETURNED PAYMENT CHARGE**

The charge for each payment made by check, bank draft, credit card, debit card, or other electronic means that is returned to the Company without payment.

**REQUESTED METER TEST (SINGLE PHASE)**

Upon request by a Customer, the Company will test the accuracy of the meter serving that Customer. If initially requested, the Customer or their representative may be present during the meter test. The Company will provide reasonable advance notification of the date, time, and location of the test. A report of the test results will be made to the Customer within a reasonable time after completion of the test.

The charge will be made if the meter has been previously tested by the Company or by an authorized agency within a period of eighteen (18) months from the date of the requested test. The charge reflects the Company's cost to test the meter in accordance with 17.9.560.14 NMAC (Inspection and

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Tests). If the meter is found to be more than two percent (2%) in error pursuant to 17.9.560.14 NMAC, the charge will be refunded in accordance with 17.9.560.12 NMAC (Customer Relations).

**REQUESTED METER TEST (THREE PHASE)**

Upon request by a Customer, the Company will test the accuracy of the meter serving that Customer. If initially requested, the Customer or their representative may be present during the meter test. The Company will provide reasonable advance notification of the date, time, and location of the test. A report of the test results will be made to the Customer within a reasonable time after completion of the test.

The charge will be made if the meter has been previously tested by the Company or by an authorized agency within a period of eighteen (18) months from the date of the requested test. The charge reflects the Company's cost to test the meter and is made in accordance with 17.9.560.14 NMAC (Inspection and Tests). If any meter is found to be more than two percent (2%) in error pursuant to 17.9.560.14 NMAC, the charge will be refunded in accordance with 17.9.560.12 NMAC (Customer Relations).

**TEMPORARY OVERHEAD CONNECTION CHARGE**

The charge when a Customer requests temporary overhead service and single or three phase 120/240 volt service is ninety (90) feet or less from the Customer's point of delivery.

If the desired type of service is not single or three phase 120/240 volt service and/or is over ninety (90) feet from the Customer's point of delivery, temporary service will be provided only when the Customer pays the entire cost of installing and removing the necessary overhead facilities in advance to the Company.

**TEMPORARY UNDERGROUND CONNECTION CHARGE**

The charge when a Customer requests temporary underground service and single or three phase 120/240 volt service is available at the Customer's point of delivery.

If the desired type of service is not single or three phase 120/240 volt service and/or is not available at the Customer's point of delivery, temporary service will be provided only when the Customer pays the entire cost of installing and removing the necessary facilities to provide the temporary service in advance to the Company.

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**UNABLE TO CONNECT REQUESTED SERVICE FOR FAILED INSPECTION**

The charge when the Customer or Customer’s electrical contractor applies for service and the Company is unable to connect the service due to a failed inspection for failure to meet applicable codes.

**FACILITIES RENTAL CHARGE**

The charge calculated and assessed on the replacement cost of equipment or facilities owned and maintained by the Company (excluding substation facilities) when the Customer elects to rent the equipment or facilities from the Company rather than own them.

**SPECIAL BILLING ANALYSIS CHARGE**

The Company encourages Customers to access its online service that provides Customer usage and billing information free of charge through EPE’s web portal at www.epelectric.com. In the event the Customer would like the Company to perform this activity, this minimum charge will be assessed each time a Customer requests and the Company provides a manually prepared billing history or special billing analysis or rate comparison. The charge will equal the Company’s cost of fulfilling the request, including but not limited to labor, overheads, materials, and data processing expenses, or the minimum charge, whichever is greater.

**NON-ROUTINE MISCELLANEOUS CHARGE**

The charge is in addition to the costs for services performed by the Company at the request of the Customer and upon acceptance of the request by the Company and which are not covered by a specific rate schedule or service charge. The Customer will be charged the reasonable costs incurred in performing the requested service including but not limited to labor, materials, parts, special equipment, transportation, meter testing and related overhead costs.

**OUT OF CYCLE METER READING CHARGE**

The charge will be made when a Customer requests a re-read of their meter outside the Company’s scheduled reading cycle for the Customer’s meter, and the Company determines the out of cycle reading to be within acceptable parameters pursuant to 17.9.560.14 NMAC (Inspection and Tests).

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