

EL PASO ELECTRIC COMPANY

JAN 17 2014

THIRD REVISED SAMPLE FORM NO. 22
CANCELLING SECOND REVISED SAMPLE FORM NO. 22

NOTIFY FOR DELINQUENT AMOUNT
(IVR OUTBOUND CALL AHEAD SCRIPT)

X

PAGE 1 OF 5 X

X

(SEE ATTACHMENT)

EFFECTIVE

JAN 17 2014

REPLACED BY NMPRC

BY Final Order Case No. 13-00176-UT

Advice Notice No. 230

Signature/Title 

Mary E. Kipp
Sr Vice President-General Counsel
Chief Compliance Officer

IVR OUTBOUND CALL AHEAD SCRIPT INCLUDING NM RULE 410 CHANGES

This is a courtesy call from El Paso Electric to advise you that your electric service at [address]

Is scheduled for disconnection on [date]

Because of a past due balance of [amount]

Financial assistance may be available. Contact the Human Services Department Assistance Section at 1-800-283-4465 or an El Paso Electric Customer Service Representative at 1-800-541-7897.

Your service will not be disconnected during the four-month Winter Heating Season (November 15 through March 15), if you meet the qualifications of the Low Income Heating Energy Assistance Program (LIHEAP), and have no past due amounts or you remain current on any settlement agreement or installment plan for the months due.

To repeat this or any message press the * key.

EL PASO ELECTRIC COMPANY

CONTINUATION OF THIRD REVISED SAMPLE FORM NO. 22

NOTIFY FOR DELINQUENT AMOUNT
(COLLECTION NOTIFICATION - TWO DAY)

X

PAGE 2 OF 5 X

X

(SEE ATTACHMENT)

EFFECTIVE

JAN 17 2014

REPLACED BY NMPRC

Final Order Case No. 13-00176-UT

Advice Notice No. 230

Signature/Title 

Mary E. Kipp
Sr Vice President-General Counsel
Chief Compliance Officer

FRONT OF FORM

NOTIFICATION

Friday, September 06, 2013 11:26:26
AM

Customer Name:
Customer Address:
City, State, Zip
AccountID:
Mtr #

A REPRESENTATIVE WAS HERE TODAY
TO NOTIFY YOU OF A PAST DUE
AMOUNT OF \$XXX.XX

TO AVOID TERMINATION OF SERVICE,
AND ADDITIONAL RECONNECT FEES,
THIS AMOUNT MUST BE PAID WITHIN
TWO DAYS.

FINANCIAL ASSISTANCE MAY BE
AVAILABLE: CONTACT THE HSD
COMMUNITY ASSISTANCE SECTION AT
1-800-283-4465, OR AN EPE CUSTOMER
SERVICE REPRESENTATIVE.

PAYMENTS RECEIVED AFTER 6:00 P.M.
WILL BE PROCESSED THE NEXT BUSINESS
DAY.

THANK YOU

TECH ID:

SEE REVERSE FOR ADDITIONAL
INFORMATION

REVERSE OF FORM

If your electric service is disconnected, there will be an additional charge to reconnect and a deposit may be required. Once service is disconnected, payment can be made at an authorized EPE payment agency or you can make your payment by phone via Billmatrix at 1-800-241-8703. Your electric service will be scheduled for reconnection on the next regular business day after payment is received. For information on authorized EPE payment agencies, please call 915-543-5970 or 1-800-351-1621 in El Paso. In Las Cruces call: 575-526-5555 or 1-800-541-7897. Thank you.

Si se suspende su servicio de electricidad, se regularen cobros adicionales para reconectarlo, y tal vez un deposito. Una vez el servicio es desconectado, usted puede pagar en cual quier oficina autorizada por EPE o puede hacer su pago por telefono via Billmatrix al 1-800-241-8703. En cuanto su pago sea recibido, su cuenta sera programada para reconexion de servicio para el siguiente dia habril. Para informacion cerca las agencias aprovadas por EPE, comuniquese al 915-543-5970 o al 1-800-351-1621 en El Paso. En Las Cruces: 575-526-5555 o al 1-800-541-7897. Gracias.

Members of New Mexico tribes or pueblos who need help with translation may contact the Director of Consumer Relations Division at (888) 427-5772, who will contact the appropriate tribal or pueblo official for assistance.

WWW.EPELECTRIC.COM

EL PASO ELECTRIC COMPANY

CONTINUATION OF THIRD REVISED SAMPLE FORM NO. 22

NOTIFY FOR DELINQUENT AMOUNT
(COLLECTION NOTIFICATION - NO ACCESS)

X

PAGE 3 OF 5 X

X

(SEE ATTACHMENT)

EFFECTIVE

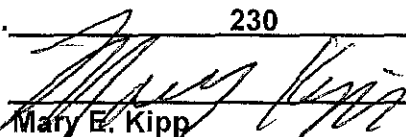
JAN 17 2014

REPLACED BY NMPRC

B1 Final Order Case No. 13-00176-UT

Advice Notice No. 230

Signature/Title


Mary E. Kipp
Sr Vice President-General Counsel
Chief Compliance Officer

FRONT OF FORM

NOTIFICATION

Friday, September 06, 2013

11:26:26 AM

Customer Name:

Customer Address:

City, State, Zip

AccountID:

Mtr #

A REPRESENTATIVE WAS HERE
TODAY TO NOTIFY YOU OF A PAST
DUE AMOUNT OF \$XXX.XX

TO AVOID TERMINATION OF
SERVICE, AND RECONNECT FEES,
PLEASE PAY THIS AMOUNT BY 6:00
P.M. TODAY

PAYMENT RECEIVED AFTER 6:00
P.M. WILL BE PROCESSED THE NEXT
BUSINESS DAY.

THANK YOU

TECH ID:

SEE REVERSE FOR ADDITIONAL
INFORMATION

REVERSE OF FORM

If your electric service is disconnected, there will be an additional charge to reconnect and a deposit may be required. Once service is disconnected, payment can be made at an authorized EPE payment agency or you can make your payment by phone via Billmatrix at 1-800-241-8703. Your electric service will be scheduled for reconnection on the next regular business day after payment is received. For information on authorized EPE payment agencies, please call 915-543-5970 or 1-800-351-1621 in El Paso. In Las Cruces call: 575-526-5555 or 1-800-541-7897. Thank you.

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WWW.EPELECTRIC.COM

EL PASO ELECTRIC COMPANY

CONTINUATION OF THIRD REVISED SAMPLE FORM NO. 22

NOTIFY FOR DELINQUENT AMOUNT
(COLLECTION NOTIFICATION - DISCONNECT)

X

PAGE 4 OF 5 X

X

(SEE ATTACHMENT)

EFFECTIVE

JAN 17 2014

REPLACED BY NMPRC

BY Final Order Case No. 13-00176-UT

Advice Notice No. 230

Signature/Title 

Mary E. Kipp
Sr Vice President-General Counsel
Chief Compliance Officer

FRONT OF FORM

DISCONNECT NOTICE

Friday, September 06, 2013 11:26:26 AM

Customer Name:
Customer Address:
City, State, Zip
AccountID:
Mtr #

A REPRESENTATIVE WAS HERE TODAY
TO NOTIFY YOU OF A PAST DUE
AMOUNT OF \$XXX.XX

YOUR SERVICE WAS DISCONNECTED.

TO SCHEDULE RECONNECTION CALL

1-800-541-7897 in

NEW MEXICO

OR

1-800-351-1621 in

TEXAS

THANK YOU

TECH ID:

SEE REVERSE FOR ADDITIONAL
INFORMATION

REVERSE OF FORM

If your electric service is disconnected, there will be an additional charge to reconnect and a deposit may be required. Once service is disconnected, payment can be made at an authorized EPE payment agency or you can make your payment by phone via Billmatrix at 1-800-241-8703. Your electric service will be scheduled for reconnection on the next regular business day after payment is received. For information on authorized EPE payment agencies, please call 915-543-5970 or 1-800-351-1621 in El Paso. In Las Cruces call: 575-526-5555 or 1-800-541-7897. Thank you.

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EL PASO ELECTRIC COMPANY

CONTINUATION OF THIRD REVISED SAMPLE FORM NO. 22

NOTIFY FOR DELINQUENT AMOUNT
(WINTER HEATING SEASON – DISCONNECTION MORATORIUM NOTICE FOR RESIDENTIAL CUSTOMERS IN NEW MEXICO) X
X

PAGE 5 OF 5 X

X

(SEE ATTACHMENT)

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Mary E. Klipp
Sr Vice President-General Counsel
Chief Compliance Officer



**WINTER HEATING SEASON
DISCONNECTION MORATORIUM NOTICE
FOR RESIDENTIAL CUSTOMERS IN NEW MEXICO**

Protection from winter shut-off begins November 15, (year). To avoid potential disconnection of services please contact the Human Services Department at 800-283-4465, or the appropriate tribal or pueblo entity for eligibility information for the Low Income Heating Energy Assistance Program (LIHEAP). Your service will not be disconnected from November 15, (year), through March 15, (year), if you meet the qualifications of LIHEAP and have no past due amounts or you remain current on any settlement or installment agreement for amounts due as of November 15, (year). Members of New Mexico tribes or pueblos who need help with translation or with other matters may contact the commission's consumer relations division at (888) 427-5772, who will contact the appropriate tribal or pueblo official for assistance.



**AVISO DE MORATORIA A LA SUSPENSIÓN
DE SERVICIO EN TEMPORADA DE INVIERNO
PARA CLIENTES RESIDENCIALES EN NUEVO MEXICO**

La protección en contra de la suspensión de servicio de invierno inicia el 15 de Noviembre de (año). Para evitar una posible suspensión de servicio, favor de llamar al Departamento de Servicios Humanos al 800-283-4465 o a la entidad de la tribu o pueblo apropiado para recibir información acerca de su elegibilidad dentro del Programa de Asistencia para Energía en Temporada de Invierno para Personas de Bajos Ingresos (LIHEAP por sus siglas en Inglés). Su servicio no será suspendido del 15 de Noviembre de (año) al 15 de Marzo de (año), si llena los requisitos del programa LIHEAP y se encuentra al corriente en sus pagos acordados en un programa de pagos o si no tiene adeudos pendientes al 15 de Noviembre de (año). Miembros de tribus o pueblos de Nuevo México que necesiten traducción o ayuda con otros asuntos pueden comunicarse con la comisión de la división de relaciones con el consumidor al (888) 427-5772. Ellos contactarán al oficial de la tribu o pueblo apropiado para asistencia.