

El Paso Electric (EPE) Update

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EPE will be presenting on the additional generation we are planning to construct and specifically pictures of the Rio Grande Plant #9. Rocky Miracle, Senior Vice President, will be presenting an overview of Customer Care as well as an update on a Solar Generation PPA El Paso Electric recently signed.



El Paso Electric Company

November 26, 2012



Super Storm Sandy Relief Work

- ❖ EPE sent 29 personnel to New York to help Con Edison in the relief effort



Planned Generation Additions

❖ Existing Capacity 1785 MW

Additions

- ❖ 2013 Rio Grande 9 (87 MW)
- ❖ 2014 LMS Unit 1 (88 MW)
- ❖ 2015 LMS Unit 2 (88 MW)
- ❖ 2016 LMS Unit 3 (88 MW)
- ❖ 2017 LMS Unit 4 (88 MW)

* Subject to Change

Rio Grande 9 January 2012



Rio Grande 9 April 2012



Rio Grande 9 July 2012



Rio Grande 9 October 2012



Rio Grande 9 November 2012



❖ Rock Miracle, Senior Vice President Corporate Planning and Development

❖ Macho Springs

- 50 MW Photovoltaic Power Plant
- Construction starts in 2013 will be complete by 2014
- The PPA was signed from a competitive all sources RFP
- This will be the largest Solar generation plant for EPE

Customer Care Areas of Responsibility

❖ Residential Services

- Call Center
- Outlying payment centers

❖ Commercial Services

- Provides 24/7 customer service to commercial customers

❖ Meter Reading and Field Services

❖ Billing

❖ Revenue Collections

❖ Customer Information System Management

New Customer Care Initiatives

- ❖ Mobile Payment App
- ❖ Outage Map
 - Provides customers with up-to-date information on outages in EPE's service territory
- ❖ During key outage periods, EPE employs additional Call Center staff
- ❖ Goal to shorten call waiting times

Questions?