CITY OF EL PASO, TEXAS
AGENDA ITEM
DEPARTMENT HEAD'S SUMMARY FORM

DEPARTMENT: Financial Services

AGENDA DATE: November 13, 2012

CONTACT PERSON NAME AND PHONE NUMBER: Carmen Arrieta-Candelaria, CFO, (915) 541-4011

DISTRICT(S) AFFECTED: ALL

SUBJECT:
APPROVE a resolution / ordinance / lease to do what? OR AUTHORIZE the City Manager to do what? Be descriptive of what we want Council to approve. Include $ amount if applicable.

Discussion and action on the Quarterly Update from El Paso Electric Company as presented by El Paso Electric Representatives.

BACKGROUND / DISCUSSION:
Discussion of the what, why, where, when, and how to enable Council to have reasonably complete description of the contemplated action. This should include attachment of bid tabulation, or ordinance or resolution if appropriate. What are the benefits to the City of this action? What are the citizen concerns?

At the request of City Council, El Paso Electric Company is presenting its quarterly update on the status of its business activities and other featured topics. These updates are presented by El Paso Electric's leaders with the goal of providing regular effective communication regarding the electric utility's activities to the City's elected representatives and citizens. Staff presenting at the November 13, 2012 meeting includes Ms. Marybeth G. Stevens, Assistant Vice President of External Affairs and Public Relations and Ms. Kerry B. Lore, Vice President Customer Care. The last quarterly update was presented on July 10, 2012 (Item 7).

PRIOR COUNCIL ACTION:
Has the Council previously considered this item or a closely related one?

N/A

AMOUNT AND SOURCE OF FUNDING:
How will this item be funded? Has the item been budgeted? If so, identify funding source by account numbers and description of account. Does it require a budget transfer?

N/A

BOARD / COMMISSION ACTION:
Enter appropriate comments or N/A

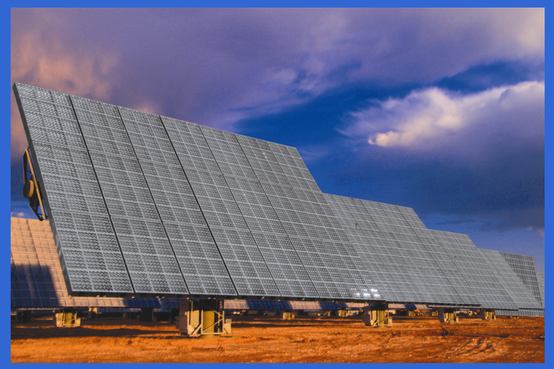
N/A

**********REQUIRED AUTHORIZATION**********

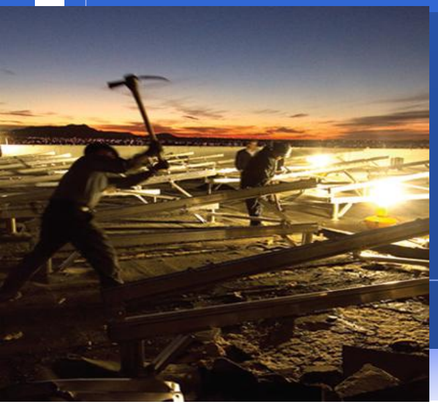
DEPARTMENT HEAD: Carmen Arrieta Candelaria

(If Department Head Summary Form is initiated by Purchasing, client department should sign also)

Information copy to appropriate Deputy City Manager



El Paso Electric Company

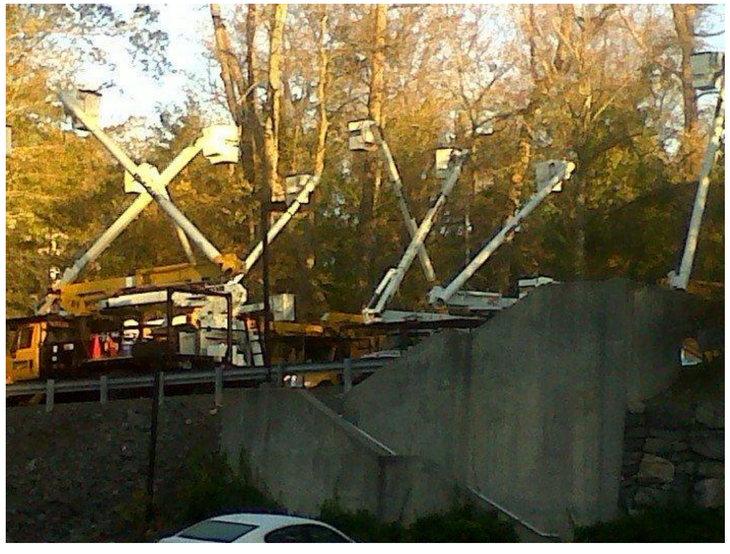


November 13, 2012

The Electric Company®
El Paso Electric

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

<u>Additions</u>

- 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

EPE Generation Investment Update

- Montana Plant
  - Update
- Solar Investments

Customer Care

- Kerry Lore, Vice President Customer Care

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

- Downtown El Paso Customer Service Center
- 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?