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PNM customers to benefit from modernized electric system *PRC decision paves way for energy management and enhanced reliability*

ALBUQUERQUE, N.M. – PNM customers moved a step closer to an increased ability to manage their energy use and more reliable service when the New Mexico Public Regulation Commission (PRC) last week approved a comprehensive energy grid modernization plan.

Improved reliability

“The benefits our customers will gain from a modernized energy grid are substantial,” said Don Tarry, PNM President and CEO. “In addition to enabling customers to better manage their energy bills, we anticipate fewer and shorter power outages, improving service reliability which will make a noticeable difference in the lives of the people we serve.”

For example, currently PNM relies on customers to report when they lose service. Once an outage is reported, PNM dispatches line crews to the area to investigate the cause, develop a plan to fix the problem and then make the needed repairs. In some cases, the restoration process can take several hours. With a modernized energy grid, PNM will know instantly when a customer loses electric service and will receive information that will help diagnose the problem and remotely reroute power so that fewer customers are affected. Crews will arrive at the scene of an outage knowing with more precision the location and likely cause of the outage, enabling them to make repairs more quickly.

Advanced meters and customer “app”

PNM’s grid modernization plan includes upgrading nearly 550,000 customer meters with advanced meters that track electricity use in near real time. Meter installation will occur over 2.5 years beginning in 2026.

Advanced meters will provide data to an app that allows customers to see how much energy their homes and businesses are using at all times of the day and enable them to shift some of that use to times when prices are lower. The app will also enable customers to easily:

- sign up for energy efficiency programs
- select new rate plans
- access assistance programs
- receive proactive bill alerts
- select their billing dates.

About PNM With headquarters in Albuquerque, PNM is the largest electricity provider in New Mexico, serving nearly 550,000 customers in dozens of communities across the state. PNM strives to create enduring value for customers, communities and shareholders built on a foundation of Environmental, Social and Governance Principles. At the core of our business, we are focused on our vision of creating a clean and bright energy future, our purpose of working together with our customers and community to serve their energy needs, and our values of safety, caring, and integrity. Visit PNM.com for more information.

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The plan prioritizes low-income and underserved communities for smart meter installations and distribution system upgrades, ensuring equitable access to clean energy opportunities.

Accelerated path to zero carbon

Advanced energy grid improvements will also provide real-time information that PNM operators can use to better control the flow of electricity on the system. This ability has become increasingly important as more rooftop solar systems are added to the system and new uses, like electric vehicles, become more common.

PNM's electricity is already more than 60% carbon-free. As the company strives toward its 2040 goal of 100% carbon-free energy, it will rely increasingly on new customer-owned solar systems.

"New Mexico is on a path to a carbon-free future and progress has been excellent in the past few years," said N.M. Rep. Meredith Dixon. "We know to get to our goal requires a modern electric system that can support diverse renewable energy resources, especially distributed solar, while ensuring reliable service. With PRC approval of this program, our largest electric provider will soon be able to empower customers to manage their energy use and bills and take full advantage of the clean energy potential in our state."

PNM's grid modernization initiative promises to deliver a more reliable, efficient, and sustainable electric system, positioning New Mexico at the forefront of clean energy innovation.

Visit [PNM.com/grid](https://www.pnm.com/grid) for more information about PNM's grid modernization efforts.

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