

NMPRC DOCKET NO. 26-00000__
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WITNESS FOR
PUBLIC SERVICE COMPANY OF NEW MEXICO

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I. INTRODUCTION AND PURPOSE

Q. Please state your name, position, and business address.

A. My name is Jason E. Jones. I am the Executive Director of Operations Technology & PNM Capital Management for PNMR Services Company. My address is PNM, 414 Silver Avenue SW, Albuquerque, New Mexico 87102. I am testifying on behalf of Public Service Company of New Mexico (“PNM” or “Company”).

Q. Please summarize your educational background and professional qualifications.

A. My educational background and professional experience are summarized in PNM Exhibit JEJ-1.

Q. Please describe your responsibilities as Executive Director of Operations Technology and PNM Capital Management.

A. My primary responsibility is to lead the planning, implementation, and oversight of technology and capital projects that support PNM’s grid modernization efforts. This includes managing the deployment of advanced metering infrastructure (“AMI”), upgrading communication networks, and integrating intelligent grid devices to improve reliability, efficiency, and customer service. I ensure that these projects align with regulatory requirements and state priorities for grid modernization, such as reducing emissions, supporting customer programs, and enhancing grid security and transparency.

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1 **Q. Please state the purpose of your direct testimony.**

2 **A.** The purpose of my testimony is to discuss and support PNM’s overall Grid
3 Modernization Program update, including: 1) identifying other witnesses testifying
4 in support of this filing and briefly summarizing the scope of each witness’s
5 testimony; 2) providing an update on the planned projects under PNM’s grid
6 modernization plan; 3) providing an update on the development and
7 implementation of customer-facing programs, marketing and communication
8 activities, and stakeholder engagement; 4) discussing consideration of plan
9 acceleration strategies; 5) providing an update of as of December 31, 2025, for grid
10 modernization program benefits and metrics; and 6) providing an update on
11 customer outreach.

12
13 **Q. What other PNM witnesses will be providing testimony as part of this filing?**

14 **A.** There are six additional witnesses providing testimony on behalf of PNM in this
15 matter:

- 16 • Jonathan Hawkins, Associate Director of Grid Modernization: Mr. Hawkins’
17 testimony provides a status update on the implementation of certain technologies
18 within the overall Grid Modernization plan. This includes: 1) AMI; 2) Customer
19 Information and Analytics; 3) Cybersecurity; and 4) Data Management and
20 Architecture. Finally, his testimony supports PNM’s request to recover capital
21 investment and operations and maintenance (“O&M”) costs for the grid
22 modernization components discussed in his testimony.

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- 1 • Jordan Ludi, Associate Director of Grid Modernization: Mr. Ludi’s testimony
2 provides a status update on the implementation of certain technologies within the
3 overall Grid Modernization plan. This includes: 1) Advanced Distribution
4 Management System (“ADMS”); 2) Distribution Automation (“DA”); 3)
5 Distribution Planning and Engineering (“DPE”); and 4) Telecommunications.
6 Finally, his testimony supports PNM’s request to recover capital investment and
7 O&M costs for the grid modernization components discussed in his testimony.
- 8 • Eric Morgan, Director of Customer Operations: Mr. Morgan’s testimony provides
9 a status update on meter deployment, PNM’s communication strategy, any changes
10 since his last testimony, and estimated deployment cost.
- 11 • Reina Gutierrez, Senior Manager of Cost of Service: Ms. Gutierrez’s testimony
12 requests the classification of Software as a Service (“SaaS”) costs as capital in years
13 two through six; provides an update to PNM’s year two Rider 60 Grid
14 Modernization Rider (“Rider 60”) revenue requirement; provides an update on
15 PNM’s year three Rider 60 revenue requirement that PNM is requesting approval
16 of in this filing; and provides an informational update on PNM’s years four through
17 six Rider 60 revenue requirements.
- 18 • Heidi Pitts, Ph.D., Lead Pricing Analyst: Dr. Pitts’ testimony connects the current
19 Time-of-Day (“TOD”) pilot to the customer benefits outlined in the Grid Mod Cost-
20 Benefit Analysis performed in Docket No. 22-00058-UT; provides details on
21 PNM’s plan-level roadmap to ensure expected benefits from AMI-enabled rates are
22 brought about by changes to the residential TOD pilot in PNM’s next general rate
23 case and then to the entire customer base in the general rate case following full

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1 deployment of AMI; provides the calculations for the illustrative Rider No. 60, Grid
2 Modernization (“Rider No. 60”) customer charges for years two and three of the
3 Grid Mod plan; and calculates bill impacts for the illustrative Rider No. 60 year
4 two charge.

5 • Alaric Babej, Director of Customer Energy Solutions: Mr. Babej’s testimony
6 discusses the development of energy efficiency and demand response programs that
7 utilize AMI, as well as the development and deployment of third-party marketplace
8 offerings.

9

II. OVERVIEW OF FILING

10
11 **Q. What is the purpose of this filing?**

12 **A.** The purpose of this filing is to: 1) Request approval of the year three revenue
13 requirement; 2) Provide an update on year two costs and progress; 3) Provide an
14 update on years four through six; and 4) Meet compliance requirements from the
15 Final Orders in Docket No. 22-00058-UT and Docket No. 25-00049-UT.

16

17 Please note that, throughout my testimony and the testimonies of the other PNM
18 witnesses, “year one” refers to the period from the issuance of the Final Order in
19 Docket No. 22-00058-UT through the end of calendar year 2025, “year two” refers
20 to calendar year 2026, and so on, through “year six” which refers to calendar year
21 2030.

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1 **III. GRID MODERNIZATION PROJECTS AND COSTS**

2 ***A. Year Two Projects and Costs***

3 **Q. Have there been any changes in the timelines proposed in the grid**
4 **modernization application in Docket No. 22-00058-UT and first annual review**
5 **filing in Docket No. 25-00049-UT?**

6 **A.**There have not been any substantial changes to the timelines proposed for year two
7 in the first annual review filing in Docket No. 25-00049-UT.

8
9 PNM shared its original plan for the Grid Modernization Program as part of the
10 Grid Modernization Application (Docket No. 22-00058-UT) in 2022, which was
11 approved on October 17, 2024. We shared a revised forecast as part of our first
12 annual review filing in Docket No. 25-00049-UT. This update was made while we
13 were in the midst of year one planning efforts. We will be providing exhibits that
14 summarize the changes from both 1) The Grid Modernization Application (Docket
15 No. 22-00058-UT) baseline; and 2) the 2025 annual review filing (Docket No. 25-
16 00049-UT) baseline. Please note that the variances between the Grid Modernization
17 Application (Docket No. 22-00058-UT) and the 2025 annual review filing (Docket
18 25-00049-UT) were discussed extensively as part of first annual review filing
19 proceeding (Docket No. 25-00049-UT). As a result, this testimony will focus
20 primarily on the variances between the Docket No. 25-00049-UT baseline and the
21 current forecast. Please refer to PNM Exhibits JEJ-2a and JEJ-2b for a summary of
22 the capital clearings and O&M forecasts for Docket No. 22-00058-UT, Docket No.
23 25-00049-UT, and PNM’s current revised forecast. PNM is providing all three

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1 points (the two prior grid modernization filings and the current filing) in the interest
2 of transparency, and also because many of our spreadsheets and resultant Exhibits
3 were prepared prior to a final order being issued in Docket No. 25-00049-UT. In
4 future review filings, PNM intends to only present the changes from what was
5 presented in the prior year's filing.

6
7 Please refer to PNM Exhibits JEJ-3a, JEJ-3b, JEJ-4a, and JEJ-4b for a summary of
8 the capital clearings and O&M costs for projects in year two. PNM expects to seek
9 recovery of year two capital and O&M costs related to the implementation of: 1)
10 Advanced Distribution Management System ("ADMS"); 2) AMI; 3) Customer
11 Information & Analytics; 4) Cybersecurity; 5) Data Management & Architecture;
12 6) Distribution Automation; 7) Distribution Planning & Engineering; 8)
13 Telecommunications; and 9) Program Oversight areas.

14

15 **Q. Have there been any changes in the project costs compared with what was**
16 **presented in the first annual review filing in Docket No. 25-00049-UT?**

17 **A.** Yes.

18 **Capital Clearings:** Total capital clearings over the full six years of the Grid
19 Modernization program are forecasted to increase by approximately \$15.56M or
20 4% compared to the 2025 review filing (Docket No. 25-00049-UT). This is
21 principally driven by increases in the capital costs of the ADMS (approximately
22 \$9.38M), AMI (approximately \$4.92), and Cybersecurity (approximately \$2.10M)
23 projects.

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1 **O&M:** Total O&M costs over the full six years of the Grid Modernization program
2 are forecasted to increase by approximately \$3.81M or 7% compared to the 2025
3 review filing (Docket No. 25-00049-UT). This is principally driven by increases in
4 the AMI (approximately \$6.59M) and Program Oversight (approximately \$1.17M)
5 projects. These increases are partially offset by reductions in ADMS
6 (approximately \$1.64M), Data Management & Architecture (approximately
7 \$0.97M), and Customer Information & Analytics (approximately \$0.57M), and
8 smaller reductions across the Distribution Planning & Engineering and
9 Telecommunications projects in year one.

10

11 **Q. Please present year two costs in relation to what was presented in the first**
12 **annual review filing in Docket No. 25-00049-UT?**

13 **A. Capital Clearings:** Year two capital clearings have decreased by approximately
14 \$11.14M or 14% compared to the 2025 review filing (Docket No. 25-00049-UT),
15 which should be viewed in context with the expected increase in year three capital
16 clearings discussed later. This year two reduction is primarily driven by “pushing
17 out” Distribution Automation and Data Management & Architecture project scope
18 to the later years of the plan as a result of refined planning performed during year
19 one. These decreases to year two capital clearings are slightly offset by smaller
20 increases in Telecommunications, Cybersecurity, and AMI projects. Please refer to
21 the Direct Testimony of PNM witnesses Jordan Ludi and Jonathan Hawkins for
22 additional information.

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1 **O&M:** Year two O&M costs are materially unchanged from the 2025 annual
2 review filing (Docket No. 25-00049-UT).

3

4 **Q. Please provide an update on any ongoing and/or completed projects in year**
5 **two.**

6 **A.**As of the end of year one, Grid Modernization Program work was ongoing across
7 the following projects:

8 1. **ADMS:** PNM is in the final stage of a competitive solicitation process for an
9 ADMS product solution. The requirements detailing system functionality and
10 performance standards have been defined. Commercial negotiations with product
11 solution vendors are ongoing. A system integration partner is expected to be
12 sourced in year two, as well as detailed system design.

13 2. **AMI:** The Head End System (“HES”) and Meter Data Management System
14 (“MDMS”) have been installed in their environments, and are now being used to
15 enable further system integration and testing efforts between the AMI and PNM’s
16 Customer Information System (“CIS”). Network device field deployment began in
17 late 2025, and is expected to continue through the middle of 2026. In addition, we
18 expect to begin meter deployment in late 2026.

19 3. **Customer Information & Analytics:** The Customer Information and Access
20 Management (“CIAM”) solution has completed development and testing, and was
21 deployed in January 2026. Customer Energy Management Platform (“CEMP”) and
22 Mobile App vendors have been fully contracted, with planning and development
23 work kicked off.

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1 4. **Cybersecurity:** Equipment has been ordered and sourcing is in progress for the
2 Software Defined Networking (“SDN”) provider. Architectural conversations are
3 ongoing for sensors, firewalls, and Security Information and Event Management
4 (“SIEM”).

5 5. **Data Management & Architecture:** Planning and design work on Phase I of the
6 Data Warehouse are ongoing.

7 6. **Distribution Automation:** PNM has completed development of a high-level
8 protection planning methodology to enable device selection. Feeder studies for
9 planned year two feeders have begun. Vendor selected for design engineering.

10 7. **Telecommunications:** Network System Design and Dense Wavelength Division
11 Multiplexing (“DWDM”) procurement are underway and will drive deployment
12 schedule.

13

14 **Q. Is the grid modernization program generally on schedule with respect to the**
15 **multi-year implementation timeline?**

16 **A.** Yes, the Grid Modernization Program is generally on schedule with respect to the
17 multi-year implementation timeline.

18

19 The focus of year one was planning, program management, and procurement. In
20 addition, during year one we stood up the foundational AMI IT systems (e.g., HES
21 and MDMS). As of December 31, 2024 (i.e., after the issuance of the Final Order
22 in Docket No. 22-00058-UT but included in year one for reporting purposes), we
23 also deployed significant enhancements to our TIBCO middleware (Data

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1 Management & Architecture project) and DWDM (Telecommunications project)
2 technology within the core Albuquerque ring to replace the legacy Synchronous
3 Optical Networking (“SONET”) technology.

4

5 In year two we expect to complete the foundational back-office IT system work to
6 integrate the MDMS and CIS, deploy the CEMP and Mobile App, continue
7 deploying Telecommunications assets, begin multiple years of AMI meter
8 deployment, and begin multiple years of Distribution Automation and
9 Cybersecurity asset deployments.

10

11 ***B. Year Three Projects and Costs***

12 **Q. Have there been any changes to the planned projects for year three from what**
13 **was proposed in the first annual review filing in Docket No. 25-00049-UT?**

14 **A.** Yes.

15 Please refer to PNM Exhibits JEJ-3a, JEJ-3b, JEJ-4a, and JEJ-4b for a summary of
16 the capital clearings and O&M costs for projects in year three. PNM expects to seek
17 recovery of year three capital and O&M costs related to the implementation of: 1)
18 ADMS; 2) AMI; 3) Customer Information & Analytics; 4) Cybersecurity; 5) Data
19 Management & Architecture; 6) Distribution Automation; 7) Distribution Planning
20 & Engineering; 8) Telecommunications; and 9) Program Oversight areas.

21

22 There are a handful of significant changes to the projects planned for year three.

23 The increase in year three ADMS capital clearings is tied to the refined project plan,

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1 with the underlying hardware for the entire ADMS solution expected to be used
2 and useful during year three to support the continued development, integration, and
3 testing across a total of four ADMS technical releases. Please refer to Direct
4 Testimony of PNM witness Jordan Ludi for additional information on the ADMS
5 project plan.

6

7 **Q. What are the drivers for the changes in the planned projects for year three**
8 **from what was presented in the first annual review filing in Docket No. 25-**
9 **00049-UT?**

10 **A.** Please refer to the Direct Testimony of PNM witness Jordan Ludi for more
11 information on the refinements to the ADMS project plan and the drivers for its
12 overall cost change.

13

14 **Q. Have there been any changes to the estimated costs for year three from what**
15 **was proposed in the first annual review filing in Docket No. 25-00049-UT?**

16 **A.** Yes.

17 **Capital Clearings:** Year three capital clearings have increased by approximately
18 \$11.58M or 12% compared to the 2025 review filing (Docket No. 25-00049-UT),
19 which should be viewed in the context of the expected reduction in year two capital
20 clearings discussed earlier. The year three increase is primarily driven by: 1)
21 Approximately \$6.52M increase in AMI capital clearings; 2) Approximately
22 \$4.46M increase in ADMS capital clearings; 3) Approximately \$2.06M increase in
23 Data Management & Architecture; and 4) Approximately \$0.96M increase in

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1 Cybersecurity. The increases to year three capital clearings are partially offset by
2 smaller decreases to Distribution Automation (approximately \$1.72M) and
3 Telecommunications (approximately \$0.90M). Please refer to the Direct Testimony
4 of PNM witnesses Hawkins and Ludi for more information on the changes to year
5 three capital clearings.

6
7 **O&M:** Year three O&M costs have increased by approximately \$4.03M or 38%
8 compared to the 2025 review filing (Docket No. 25-00049-UT). This is principally
9 driven by a combination of three factors:

- 10 • **AMI Meter Installation Costs:** Approximately \$3.88M of the year three
11 O&M increase (approximately \$7.77M in total across years three and four)
12 is driven by an expected need for repairs to substandard customer-owned
13 metering equipment. As a result of discussions with electric utility peers,
14 PNM now understands that when meters are installed in high volumes, sub-
15 standard customer-owned metering equipment is occasionally discovered
16 that must be repaired before installing an AMI meter. To ensure a smooth
17 deployment and positive customer experience, PNM proposes to establish
18 a repair process and cover the associated costs. Please refer to the Direct
19 Testimony of PNM witnesses Eric Morgan and Hawkins for additional
20 information on this proposed change.

- 21 • **Program Oversight:** An additional \$0.48M increase in year three Program
22 Oversight for change management, business process design, and Subject
23 Matter Expert (“SME”) support is expected based upon the scale of efforts

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1 and experience learned during year one of the program. This support is
2 viewed as critical to supporting the program's success given the scale,
3 complexity, and interdependent nature of the activities within the Grid
4 Modernization Program. Please refer to PNM Exhibits JEJ-5a and JEJ-5b
5 for a summary of the changes to the Program Oversight O&M costs.

- 6 • **ADMS Maintenance Cost:** These increases are partially offset by an
7 approximately \$0.48M reduction in the year three ADMS system
8 maintenance costs driven by additional information, vendor quotes, and
9 planning activities conducted over the course of year one.

10
11 ***C. Years Four through Six Projects***

12 **Q. Please present the planned projects and costs for years four through six of**
13 **PNM's grid modernization plan and discuss any changes in the timelines from**
14 **what was proposed in the first annual review filing in Docket No. 25-00049-**
15 **UT.**

16 **A.** There are no significant changes to timelines as proposed in the first annual review
17 filing (Docket No. 25-00049-UT).

18
19 Please refer to PNM Exhibits JEJ-3a, JEJ-3b, JEJ-4a, and JEJ-4b for a summary of
20 the capital clearings and O&M costs for projects in years four through six. PNM
21 expects to seek recovery of years four through six capital and O&M costs related
22 to the implementation of: 1) ADMS; 2) AMI; 3) Customer Information &
23 Analytics; 4) Cybersecurity; 5) Data Management & Architecture; 6) Distribution

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1 Automation; 7) Distribution Planning & Engineering; 8) Telecommunications; and
2 9) Program Oversight areas.

3
4 **Capital Clearings:** Years four through six total capital clearings have increased by
5 approximately \$18.37M or 11% compared to the 2025 review filing (Docket No.
6 25-00049-UT), which should be viewed in the context of the expected reduction in
7 year two capital clearings discussed earlier. The year three increase is primarily
8 driven by:

- 9 • **Distribution Automation:** Approximately \$13.71M increase in
10 Distribution Automation capital clearings, offsetting reductions in the
11 earlier years of the plan;
- 12 • **ADMS:** Approximately \$4.92M increase in ADMS capital clearings;
- 13 • **Data Management & Architecture:** Approximately \$1.54M increase in
14 Data Management & Architecture capital clearings, offsetting reductions in
15 the earlier years of the plan;
- 16 • **AMI:** Offsetting the overall increase with an approximately \$1.72M
17 reduction in total capital clearings over years four through six.

18
19 Please refer to the Direct Testimony of PNM witnesses Hawkins and Ludi for more
20 information on the changes to years four through six capital clearings.

21

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1 **O&M:** Years four through six total O&M costs have increased by approximately
2 \$2.40M or 10% compared to the 2025 review filing (Docket No. 25-00049-UT).

3 This is principally driven by a combination of two offsetting factors

4 • **AMI Meter Installation Costs:** Approximately \$3.88M of the total years
5 four through six O&M cost increase is driven by the estimated behind the
6 meter electrician repairs discussed in the context of year three in the prior
7 section and by PNM witnesses Morgan and Hawkins.

8 • **ADMS Maintenance Cost:** This increase is partially offset by an
9 approximately \$1.25M reduction in the years four through six ADMS
10 system maintenance costs driven by additional information, vendor quotes,
11 and planning activities conducted over the course of year one (as discussed
12 in the prior section focused on year three).

13
14 **Q. What are the drivers for the changes in the planned projects and costs for**
15 **years four through six from what was proposed in the first annual review filing**
16 **in Docket No. 25-00049-UT?**

17 **A.** There are no significant changes to the timelines anticipated for years four through
18 six. The changes in cost identified above are a mix of timing shifts, forecast
19 refinements, and a handful of net cost increases and decreases. Please refer to the
20 Direct Testimony of PNM witnesses Hawkins and Ludi for more information on
21 the changes to years four through six capital clearings and O&M costs.

22

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**IV. CUSTOMER-FACING PROGRAMS, MARKETING AND
COMMUNICATION ACTIVITIES AND STAKEHOLDER
ENGAGEMENT**

Q. Please provide an update on PNM’s progress towards the development and implementation of customer-facing programs.

A. In the Commission’s Final Order in PNM’s Grid Modernization Application, Docket No. 22-00058-UT, the Commission supported the Hearing Examiner’s recommended decision to reasonably deliver customer and other benefits from the plan as soon as practical. As filed, PNM’s AMI deployment was scheduled for 42 months. That schedule included a six-month planning period, followed by software installation and integration, then installation of the meters. Upon approval of its plan, PNM started with workshops and installation of software components in parallel to try to facilitate the desire to achieve earlier benefits. PNM has shortened the overall AMI deployment by six months by compressing the design and software installation and continues to put us on schedule to have meter deployment completed by the end of 2028. Additionally, PNM accelerated deployment of the CEMP. PNM is on schedule to deploy the CEMP in the second quarter of 2026 with customer monthly data to allow customers to start to get familiar with the new platform ahead of interval data being available as AMI meters are deployed. The original plan had the CEMP ready in conjunction with the first meter deployments in year two.

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1 **Q. Please provide an update on PNM’s progress towards the development and**
2 **implementation of marketing and communication activities and stakeholder**
3 **engagement.**

4 **A.** PNM has developed a comprehensive, multi-channel communication strategy to
5 inform customers and stakeholders throughout AMI meter installation activities.
6 Outreach will include a tiered 90-, 60-, and 30-day customer outreach process
7 including bill inserts, letters, emails, and automated phone calls. This is intended to
8 ensure customers are well-prepared for the installation of the AMI meter.
9 Stakeholders, local governments, and community groups will also be engaged early
10 to support communication efforts. On installation day, installers will follow a
11 structured process, attempting in-person contact and leaving door hangers with
12 results if the customer is unavailable. Broader public outreach will include press
13 releases, website updates, digital ads, and social media, with ongoing education
14 provided post-installation through the CEMP, mobile app, and customer contact
15 center.

16
17 Please refer to the Direct Testimony of PNM witness Eric Morgan for more
18 information on the planned marketing and communication activities.

19
20 **V. PROGRAM BENEFITS AND OTHER METRICS**

21 **Q. Will PNM be presenting the Grid Modernization Program benefits metrics**
22 **and required metrics within this filing?**

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1 **A.** Yes, PNM has made a good faith effort to report on all of the plan metrics and plan
2 benefits as defined in the Final Order in Docket No. 22-00058-UT. However please
3 note that some of the data may be of limited value given that AMI meters, other Grid
4 Modernization Program field devices, and enabling technologies have not been
5 partially or fully deployed yet.

6

7 **Q.** **Which benefits and metrics is PNM able to report on in this filing?**

8 **A.** Please refer to PNM Exhibits JEJ-6 and JEJ-7 for a summary of the plan benefits
9 and plan metrics that PNM was able to gather.

10

11 **Q.** **As of this time, please explain why PNM is unable to report on the remaining**
12 **metrics and benefits.**

13 **A.** PNM has made a good faith effort to report plan benefits and plan metrics based
14 upon the data we currently have available. This includes reporting “zero” in cases
15 where the plan benefit or plan metric relates to an activity or system that has not
16 begun roll-out to our customers or service territory.

17

18 Even so, there are a handful of plan benefits and plan metrics that are not currently
19 available. I would like to provide a brief explanation for the items marked with a
20 “N/A**” in PNM Exhibits JEJ-6 and JEJ-7.

21

22 **PNM Exhibit JEJ-6: Plan Metrics Marked “N/A**”**

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- 1 • (#25) Post Deployment Phase – AMI Functionality: Meter Accuracy Test
2 Percentage:
- 3 ○ PNM has not yet taken delivery of AMI meters intended for use in the
4 limited or mass meter deployment beginning in quarter four of 2026.
- 5 • (#36) Post Deployment Phase – Pre/Post AMI Customer Satisfaction Surveys:
6 Understanding of AMI technology and benefits:
- 7 ○ PNM’s existing customer sentiment surveys do not include a question
8 evaluating the customer’s level of understanding of AMI technology and
9 benefits. PNM may consider adding a follow-up question to customer
10 surveys in the future, or measuring this metric with customer focus group(s).
- 11 • (#38) Post Deployment Phase – Post Implementation Survey: Summary of
12 customer survey results after meter installation:
- 13 ○ PNM does not plan to begin AMI meter deployment until the fourth quarter
14 of 2026, so a survey of customers who have received an AMI meter is not
15 yet available.

16 **PNM Exhibit JEJ-7: Plan Benefits Marked “N/A**”**

- 17 • (#43) Increased DER Deployment - Percent of load served by DERs, by type
- 18 ○ PNM does not currently have this available for reporting.
- 19 • (#47) Enhanced Reliability - Cumulative customer energy demand not served
- 20 ○ PNM does not currently have this data available for reporting.
- 21 • (#50) Enhanced Resiliency - Critical customer energy demand not served
- 22 ○ PNM does not currently have this data available for reporting.
- 23 • (#53) Enhanced Resiliency - Cost of recovery

**DIRECT TESTIMONY OF
JASON E. JONES
NMPRC DOCKET NO. 26-00000__**

- 1 ○ PNM does not currently have this data available for reporting.
- 2 • (#54) Enhanced Resiliency - Cost of grid damages (e.g., repair or replace lines,
3 transformers)
- 4 ○ PNM does not currently have this data available for reporting.
- 5 • (#55) Enhanced Resiliency - Avoided outage cost
- 6 ○ PNM does not currently have this data available for reporting.

7

8

VI. CONCLUSION

9 **Q. Please summarize the main points of your testimony.**

10 **A.** Overall the purpose of my testimony is to: 1) Request approval of the year three
11 revenue requirement; 2) Provide an update on year two progress and costs; 3) Provide
12 an informational update on years four through six; and 4) Meet compliance
13 obligations from prior final orders (including Docket Nos. 22-00058-UT and 25-
14 00049-UT).

15

16 Compared to the forecast provided in PNM's first annual review filing in Docket No.
17 25-00049-UT, PNM's six-year forecast increased by about \$15.56M (4%) in capital
18 (driven mainly by ADMS, AMI, and Cybersecurity) and about \$3.81M (7%) in O&M
19 (driven mainly by AMI and Program Oversight, partially offset by reductions in
20 ADMS, Data Management & Architecture, and Customer Information & Analytics).

21

**DIRECT TESTIMONY OF
JASON E. JONES
NMPRC DOCKET NO. 26-00000__**

1 The Grid Modernization plan remains generally on schedule. The CEMP is on track
2 to be available to PNM customers in 2026, with AMI meter deployment expected to
3 begin in late 2026, and then complete by late 2028.

4

5 PNM is also making a good faith effort to report the plan metrics and plan benefits
6 where possible. However, some items are not available because the enabling
7 technologies have not yet been deployed.

8

9 In closing, PNM has successfully delivered year one of the Grid Modernization plan.
10 We have refined estimates and better-developed plans. We look forward to delivering
11 the benefits of the Grid Modernization plan to our customers and stakeholders
12 progressively over the coming years.

13

14 **Q. Does this conclude your testimony?**

15 **A. Yes, it does.**

GCG#535126

Jason E. Jones Resume

PNM Exhibit JEJ-1

Is contained in the following 1 page.

JASON E. JONES: EDUCATIONAL AND PROFESSIONAL SUMMARY

Name: Jason E. Jones

Address: PNMR Services Company
MSZ120
2401 Aztec Rd. NE
Albuquerque, New Mexico 87101

Position: Executive Director, Operations Technology (OT) & PNM Capital Management

Education: Bachelor of Science, Mechanical Engineering, University of Utah, 2000
Master of Business Administration, Southern Utah University, 2023

Certifications: Professional Engineer, Colorado License Number PE 0044325

Employment:PNMR Services Company, Albuquerque, NM
Executive Director, OT & PNM Capital Management (2024 - present)

Public Service Company of New Mexico, Albuquerque, NM
Director of Utility Operations Technology (2023-2024)
Director, Generation Engineering (2018-2023)
Engineering Manager (2014-2018)
Staff Engineer (2011-2014)

Arizona Public Service, Waterflow, NM
Staff Engineer (2006-2011)

Puget Sound Naval Shipyard, Bremerton, WA
Nuclear Test Engineer (2000-2006)

Total Grid Modernization Forecast Comparison

PNM Exhibit JEJ-2a

Is contained in the following 1 page.

PNM Exhibit JEJ-2a						
Total Grid Modernization Forecast Comparison						
(\$ in millions)						
Total of years one through six	Docket No. 22-00058-UT	Variance A	Docket No. 25-00049-UT	Variance B	Current Forecast	
	Capital Clearings	Capital Clearings	Capital Clearings	Capital Clearings	Capital Clearings	
ADMS	\$ 22.97	\$ (0.01)	\$ 22.96	\$ 9.38	\$ 32.35	
Advanced Metering	\$ 170.97	\$ 9.05	\$ 180.02	\$ 4.92	\$ 184.94	
Customer Information & Analytics	\$ 0.52	\$ 5.60	\$ 6.12	\$ (0.28)	\$ 5.85	
Cybersecurity	\$ 4.77	\$ 0.48	\$ 5.25	\$ 2.10	\$ 7.35	
Data Management & Architecture	\$ 6.62	\$ 5.17	\$ 11.80	\$ 0.02	\$ 11.81	
Distribution Automation	\$ 88.70	\$ 2.10	\$ 90.80	\$ (0.32)	\$ 90.48	
Distribution Planning & Engineering	\$ 8.85	\$ 0.01	\$ 8.86	\$ (0.02)	\$ 8.84	
Telecommunications	\$ 40.69	\$ 0.81	\$ 41.51	\$ (0.24)	\$ 41.26	
Total Capital Clearings	\$ 344.09	\$ 23.22	\$ 367.31	\$ 15.56	\$ 382.87	
	O&M	O&M	O&M	O&M	O&M	
ADMS	\$ 6.69	\$ (0.89)	\$ 5.81	\$ (1.64)	\$ 4.17	
Advanced Metering	\$ 19.35	\$ (14.17)	\$ 5.18	\$ 6.59	\$ 11.77	
Customer Information & Analytics	\$ 7.10	\$ 2.16	\$ 9.27	\$ (0.57)	\$ 8.70	
Cybersecurity	\$ 1.20	\$ -	\$ 1.20	\$ 0.00	\$ 1.20	
Data Management & Architecture	\$ 11.97	\$ (0.58)	\$ 11.39	\$ (0.97)	\$ 10.43	
Distribution Automation	\$ 4.67	\$ -	\$ 4.67	\$ (0.01)	\$ 4.66	
Distribution Planning & Engineering	\$ 3.74	\$ -	\$ 3.74	\$ (0.38)	\$ 3.36	
Telecommunications	\$ 4.05	\$ -	\$ 4.05	\$ (0.38)	\$ 3.67	
Program Oversight	\$ 7.93	\$ 1.78	\$ 9.71	\$ 1.17	\$ 10.87	
Total O&M	\$ 66.71	\$ (11.69)	\$ 55.02	\$ 3.81	\$ 58.83	
Grand Total Grid Modernization	\$ 410.81	\$ 11.53	\$ 422.33	\$ 19.37	\$ 441.70	
Notes:						
Variance A is Docket No. 22-00058-UT compared to Docket No. 25-00049-UT.						
Variance B is Docket No. 25-00049-UT compared to the current forecast.						

Grid Modernization Forecast Comparison by Year

PNM Exhibit JEJ-2b

Is contained in the following 1 page.

PNM Exhibit JEJ-2b Grid Modernization Forecast Comparison By Year (\$ in millions)																					
	Prior Forecast Baseline							Variance						Current Forecast							
	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Docket No. 22-00058-UT																					
Total Capital Clearings	\$ 8.95	\$ 78.52	\$ 90.33	\$ 96.83	\$ 27.93	\$ 41.53	\$ 344.09	\$ 15.02	\$ (8.47)	\$ 14.47	\$ 4.79	\$ 21.57	\$ (8.59)	\$ 38.78	\$ 23.97	\$ 70.05	\$ 104.80	\$ 101.62	\$ 49.50	\$ 32.93	\$ 382.87
Total O&M	\$ 9.59	\$ 13.08	\$ 12.81	\$ 11.81	\$ 11.34	\$ 8.08	\$ 66.71	\$ (3.50)	\$ (1.77)	\$ 1.89	\$ 1.36	\$ (2.73)	\$ (3.14)	\$ (7.88)	\$ 6.09	\$ 11.31	\$ 14.70	\$ 13.17	\$ 8.61	\$ 4.95	\$ 58.83
Total Docket 22-00058-UT Forecast	\$ 18.54	\$ 91.60	\$ 103.14	\$ 108.64	\$ 39.27	\$ 49.61	\$ 410.81	\$ 11.52	\$ (10.24)	\$ 16.36	\$ 6.15	\$ 18.84	\$ (11.73)	\$ 30.89	\$ 30.06	\$ 81.37	\$ 119.50	\$ 114.79	\$ 58.11	\$ 37.88	\$ 441.70
Docket No. 25-00049-UT																					
Total Capital Clearings	\$ 27.22	\$ 81.19	\$ 93.22	\$ 90.81	\$ 34.65	\$ 40.22	\$ 367.31	\$ (3.25)	\$ (11.14)	\$ 11.58	\$ 10.81	\$ 14.85	\$ (7.29)	\$ 15.56	\$ 23.97	\$ 70.05	\$ 104.80	\$ 101.62	\$ 49.50	\$ 32.93	\$ 382.87
Total O&M	\$ 8.76	\$ 11.27	\$ 10.67	\$ 9.51	\$ 9.04	\$ 5.77	\$ 55.02	\$ (2.67)	\$ 0.05	\$ 4.03	\$ 3.66	\$ (0.43)	\$ (0.82)	\$ 3.81	\$ 6.09	\$ 11.31	\$ 14.70	\$ 13.17	\$ 8.61	\$ 4.95	\$ 58.83
Total Docket 25-00049-UT Forecast	\$ 35.98	\$ 92.46	\$ 103.89	\$ 100.32	\$ 43.69	\$ 45.99	\$ 422.33	\$ (5.92)	\$ (11.09)	\$ 15.61	\$ 14.47	\$ 14.42	\$ (8.11)	\$ 19.37	\$ 30.06	\$ 81.37	\$ 119.50	\$ 114.79	\$ 58.11	\$ 37.88	\$ 441.70

Grid Modernization Capital Clearings by Project Compared to
Docket 22-00058-UT Forecast

PNM Exhibit JEJ-3a

Is contained in the following 1 page.

PNM Exhibit JEJ-3a																						
Grid Modernization Capital Clearings by Project Compared to Docket 22-00058-UT Forecast																						
(\$ in millions)																						
	Docket No. 22-00058-UT Forecast							Variance							Current Forecast							PNM Witness
	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total	
ADMS	\$ -	\$ -	\$ -	\$ 7.57	\$ -	\$ 15.40	\$ 22.97	\$ -	\$ -	\$ 4.46	\$ 8.40	\$ 11.91	\$ (15.40)	\$ 9.37	\$ -	\$ -	\$ 4.46	\$ 15.97	\$ 11.91	\$ -	\$ 32.35	Ludi
Advanced Metering																						
Meter Installation Cost:	\$ -	\$ 8.71	\$ 18.06	\$ 16.34	\$ -	\$ -	\$ 43.11	\$ -	\$ (8.37)	\$ (4.05)	\$ (2.74)	\$ -	\$ -	\$ (15.16)	\$ -	\$ 0.34	\$ 14.01	\$ 13.60	\$ -	\$ -	\$ 27.94	Morgan
Meter & Meter Infrastructure Costs	\$ 1.68	\$ 39.58	\$ 45.40	\$ 39.47	\$ 1.72	\$ -	\$ 127.86	\$ 16.52	\$ (0.86)	\$ 12.27	\$ (7.06)	\$ 7.31	\$ 0.96	\$ 29.14	\$ 18.21	\$ 38.72	\$ 57.67	\$ 32.41	\$ 9.03	\$ 0.96	\$ 157.00	Hawkins
Total Advanced Metering	\$ 1.68	\$ 48.29	\$ 63.46	\$ 55.81	\$ 1.72	\$ -	\$ 170.97	\$ 16.52	\$ (9.24)	\$ 8.22	\$ (9.80)	\$ 7.31	\$ 0.96	\$ 13.98	\$ 18.21	\$ 39.06	\$ 71.68	\$ 46.01	\$ 9.03	\$ 0.96	\$ 184.94	
Customer Information & Analytics	\$ -	\$ 0.52	\$ -	\$ -	\$ -	\$ -	\$ 0.52	\$ -	\$ 3.41	\$ 0.28	\$ 1.63	\$ -	\$ -	\$ 5.32	\$ -	\$ 3.93	\$ 0.28	\$ 1.63	\$ -	\$ -	\$ 5.85	Hawkins
Cybersecurity	\$ 0.07	\$ 4.06	\$ 0.21	\$ 0.21	\$ 0.22	\$ -	\$ 4.77	\$ (0.07)	\$ 0.96	\$ 0.96	\$ 0.94	\$ (0.22)	\$ -	\$ 2.58	\$ -	\$ 5.02	\$ 1.17	\$ 1.15	\$ -	\$ -	\$ 7.35	Hawkins
Data Management & Architecture	\$ 2.86	\$ 1.58	\$ 1.09	\$ 1.09	\$ -	\$ -	\$ 6.62	\$ (0.03)	\$ (0.72)	\$ 2.18	\$ 0.80	\$ 2.96	\$ -	\$ 5.19	\$ 2.84	\$ 0.86	\$ 3.27	\$ 1.89	\$ 2.96	\$ -	\$ 11.81	Hawkins
Distribution Automation	\$ 4.15	\$ 16.18	\$ 16.15	\$ 16.62	\$ 17.66	\$ 17.93	\$ 88.70	\$ (4.15)	\$ (6.07)	\$ (1.74)	\$ 4.48	\$ 3.84	\$ 5.42	\$ 1.78	\$ -	\$ 10.12	\$ 14.41	\$ 21.10	\$ 21.50	\$ 23.35	\$ 90.48	Ludi
Distribution Planning & Engineering	\$ -	\$ -	\$ 1.39	\$ 7.46	\$ -	\$ -	\$ 8.85	\$ -	\$ -	\$ 0.21	\$ (4.09)	\$ 1.79	\$ 2.08	\$ (0.01)	\$ -	\$ -	\$ 1.60	\$ 3.37	\$ 1.79	\$ 2.08	\$ 8.84	Ludi
Telecommunications	\$ 0.18	\$ 7.88	\$ 8.03	\$ 8.07	\$ 8.33	\$ 8.20	\$ 40.69	\$ 2.74	\$ 3.18	\$ (0.12)	\$ 2.43	\$ (6.02)	\$ (1.65)	\$ 0.57	\$ 2.93	\$ 11.06	\$ 7.92	\$ 10.50	\$ 2.31	\$ 6.55	\$ 41.26	Ludi
Total Grid Modernization Capital Clearings	\$ 8.95	\$ 78.52	\$ 90.33	\$ 96.83	\$ 27.93	\$ 41.53	\$ 344.09	\$ 15.02	\$ (8.47)	\$ 14.47	\$ 4.79	\$ 21.57	\$ (8.59)	\$ 38.78	\$ 23.97	\$ 70.05	\$ 104.80	\$ 101.62	\$ 49.50	\$ 32.93	\$ 382.87	

Grid Modernization Capital Clearings by Project Compared to
Docket 25-00049-UT Forecast

PNM Exhibit JEJ-3b

Is contained in the following 1 page.

PNM Exhibit JEJ-3b																						
Grid Modernization Capital Clearings by Project Compared to Docket No. 25-00049-UT Forecast																						
(\$ in millions)																						
	Docket No. 25-00049-UT Forecast							Variance						Current Forecast						PNM Witness		
	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total	Year 1	Year 2	Year 3	Year 4	Year 5		Year 6	Total
ADMS	\$ -	\$ -	\$ -	\$ 7.57	\$ -	\$ 15.39	\$ 22.96	\$ -	\$ -	\$ 4.46	\$ 8.40	\$ 11.91	\$ (15.39)	\$ 9.38	\$ -	\$ -	\$ 4.46	\$ 15.97	\$ 11.91	\$ -	\$ 32.35	Ludi
Advanced Metering																						
Meter Installation Cost:	\$ -	\$ 0.34	\$ 13.67	\$ 13.69	\$ -	\$ -	\$ 27.70	\$ -	\$ (0.01)	\$ 0.34	\$ (0.09)	\$ -	\$ -	\$ 0.24	\$ -	\$ 0.34	\$ 14.01	\$ 13.60	\$ -	\$ -	\$ 27.94	Morgan
Meter & Meter Infrastructure Costs	\$ 18.52	\$ 38.28	\$ 51.49	\$ 35.86	\$ 8.17	\$ -	\$ 152.32	\$ (0.32)	\$ 0.45	\$ 6.18	\$ (3.45)	\$ 0.86	\$ 0.96	\$ 4.68	\$ 18.21	\$ 38.72	\$ 57.67	\$ 32.41	\$ 9.03	\$ 0.96	\$ 157.00	Hawkins
Total Advanced Metering	\$ 18.52	\$ 38.62	\$ 65.16	\$ 49.55	\$ 8.17	\$ -	\$ 180.02	\$ (0.32)	\$ 0.44	\$ 6.52	\$ (3.54)	\$ 0.86	\$ 0.96	\$ 4.92	\$ 18.21	\$ 39.06	\$ 71.68	\$ 46.01	\$ 9.03	\$ 0.96	\$ 184.94	
Customer Information & Analytics	\$ -	\$ 4.08	\$ 0.29	\$ 1.75	\$ -	\$ -	\$ 6.12	\$ -	\$ (0.15)	\$ (0.01)	\$ (0.12)	\$ -	\$ -	\$ (0.28)	\$ -	\$ 3.93	\$ 0.28	\$ 1.63	\$ -	\$ -	\$ 5.85	Hawkins
Cybersecurity	\$ 0.08	\$ 4.54	\$ 0.21	\$ 0.21	\$ 0.21	\$ -	\$ 5.25	\$ (0.08)	\$ 0.48	\$ 0.96	\$ 0.94	\$ (0.21)	\$ -	\$ 2.10	\$ -	\$ 5.02	\$ 1.17	\$ 1.15	\$ -	\$ -	\$ 7.35	Hawkins
Data Management & Architecture	\$ 5.31	\$ 1.97	\$ 1.21	\$ 1.10	\$ 2.20	\$ -	\$ 11.80	\$ (2.47)	\$ (1.11)	\$ 2.06	\$ 0.78	\$ 0.76	\$ -	\$ 0.02	\$ 2.84	\$ 0.86	\$ 3.27	\$ 1.89	\$ 2.96	\$ -	\$ 11.81	Hawkins
Distribution Automation	\$ -	\$ 22.43	\$ 16.14	\$ 16.65	\$ 17.44	\$ 18.14	\$ 90.80	\$ -	\$ (12.31)	\$ (1.72)	\$ 4.45	\$ 4.06	\$ 5.21	\$ (0.32)	\$ -	\$ 10.12	\$ 14.41	\$ 21.10	\$ 21.50	\$ 23.35	\$ 90.48	Ludi
Distribution Planning & Engineering	\$ -	\$ -	\$ 1.39	\$ 7.46	\$ -	\$ -	\$ 8.86	\$ -	\$ -	\$ 0.21	\$ (4.10)	\$ 1.79	\$ 2.08	\$ (0.02)	\$ -	\$ -	\$ 1.60	\$ 3.37	\$ 1.79	\$ 2.08	\$ 8.84	Ludi
Telecommunications	\$ 3.31	\$ 9.55	\$ 8.82	\$ 6.52	\$ 6.63	\$ 6.69	\$ 41.51	\$ (0.38)	\$ 1.52	\$ (0.90)	\$ 3.98	\$ (4.32)	\$ (0.14)	\$ (0.24)	\$ 2.93	\$ 11.06	\$ 7.92	\$ 10.50	\$ 2.31	\$ 6.55	\$ 41.26	Ludi
Total Grid Modernization Capital Clearings	\$ 27.22	\$ 81.19	\$ 93.22	\$ 90.81	\$ 34.65	\$ 40.22	\$ 367.31	\$ (3.25)	\$ (11.14)	\$ 11.58	\$ 10.81	\$ 14.85	\$ (7.29)	\$ 15.56	\$ 23.97	\$ 70.05	\$ 104.80	\$ 101.62	\$ 49.50	\$ 32.93	\$ 382.87	

Grid Modernization O&M by Project Compared to Docket
22-00058-UT Forecast

PNM Exhibit JEJ-4a

Is contained in the following 1 page.

PNM Exhibit JEJ-4a Grid Modernization O&M by Project Compared to Docket No. 22-00058-UT Forecast (\$ in millions)																						
	Docket No. 22-00058-UT Forecast							Variance							Current Forecast							PNM Witness
	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total	
ADMS	\$0.82	\$ 0.33	\$ 0.83	\$ 0.86	\$ 1.88	\$ 1.96	\$ 6.69	\$(0.82)	\$ 0.02	\$(0.48)	\$(0.16)	\$(0.36)	\$(0.73)	\$(2.52)	\$0.00	\$ 0.36	\$ 0.36	\$ 0.70	\$ 1.53	\$ 1.23	\$ 4.17	Ludi
Advanced Metering																						
Meter Installation Costs	\$ -	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ -	\$(0.00)	\$ 3.88	\$ 3.88	\$(0.00)	\$(0.00)	\$ 7.77	\$ -	\$ -	\$ 3.88	\$ 3.88	\$ -	\$ -	\$ 7.77	Morgan
Meter & Meter Infrastructure Costs	\$5.70	\$ 6.41	\$ 4.92	\$ 3.33	\$ 1.40	\$(2.42)	\$19.35	\$(3.33)	\$(2.30)	\$(2.27)	\$(2.47)	\$(2.47)	\$(2.51)	\$(15.35)	\$2.38	\$ 4.11	\$ 2.65	\$ 0.87	\$(1.07)	\$(4.93)	\$ 4.01	Hawkins
Total Advanced Metering	\$5.70	\$ 6.41	\$ 4.92	\$ 3.33	\$ 1.40	\$(2.42)	\$19.35	\$(3.33)	\$(2.30)	\$ 1.62	\$ 1.41	\$(2.47)	\$(2.51)	\$(7.58)	\$2.38	\$ 4.11	\$ 6.53	\$ 4.75	\$(1.07)	\$(4.93)	\$11.77	
Customer Information & Analytics	\$ -	\$ 1.39	\$ 1.40	\$ 1.42	\$ 1.44	\$ 1.45	\$ 7.10	\$ 0.84	\$(0.40)	\$ 0.27	\$ 0.28	\$ 0.30	\$ 0.31	\$ 1.59	\$0.84	\$ 0.99	\$ 1.68	\$ 1.70	\$ 1.73	\$ 1.76	\$ 8.70	Hawkins
Cybersecurity	\$ -	\$ 0.22	\$ 0.23	\$ 0.24	\$ 0.25	\$ 0.26	\$ 1.20	\$ 0.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 0.00	\$0.00	\$ 0.22	\$ 0.23	\$ 0.24	\$ 0.25	\$ 0.26	\$ 1.20	Hawkins
Data Management & Architecture	\$1.11	\$ 1.85	\$ 1.99	\$ 2.25	\$ 2.34	\$ 2.44	\$11.97	\$(0.97)	\$ -	\$ -	\$(0.18)	\$(0.19)	\$(0.20)	\$(1.54)	\$0.14	\$ 1.85	\$ 1.99	\$ 2.07	\$ 2.15	\$ 2.23	\$10.43	Hawkins
Distribution Automation	\$0.01	\$ 0.62	\$ 0.74	\$ 0.89	\$ 1.08	\$ 1.32	\$ 4.67	\$(0.01)	\$ -	\$ -	\$ -	\$ -	\$ -	\$(0.01)	\$ -	\$ 0.62	\$ 0.74	\$ 0.89	\$ 1.08	\$ 1.32	\$ 4.66	Ludi
Distribution Planning & Engineering	\$0.38	\$ 0.62	\$ 0.65	\$ 0.67	\$ 0.70	\$ 0.72	\$ 3.74	\$(0.38)	\$ -	\$ -	\$ -	\$ -	\$ -	\$(0.38)	\$ -	\$ 0.62	\$ 0.65	\$ 0.67	\$ 0.70	\$ 0.72	\$ 3.36	Ludi
Telecommunications	\$0.38	\$ 0.40	\$ 0.77	\$ 0.80	\$ 0.83	\$ 0.87	\$ 4.05	\$(0.38)	\$ -	\$ -	\$ -	\$ -	\$ -	\$(0.38)	\$0.00	\$ 0.40	\$ 0.77	\$ 0.80	\$ 0.83	\$ 0.87	\$ 3.67	Ludi
Program Oversight	\$1.18	\$ 1.24	\$ 1.29	\$ 1.35	\$ 1.41	\$ 1.47	\$ 7.93	\$ 1.55	\$ 0.91	\$ 0.48	\$ -	\$ -	\$ -	\$ 2.94	\$2.73	\$ 2.15	\$ 1.77	\$ 1.35	\$ 1.41	\$ 1.47	\$10.87	Jones
Total Grid Modernization O&M	\$9.59	\$13.08	\$12.81	\$11.81	\$11.34	\$ 8.08	\$66.71	\$(3.50)	\$(1.77)	\$ 1.89	\$ 1.36	\$(2.73)	\$(3.14)	\$(7.88)	\$6.09	\$11.31	\$14.70	\$13.17	\$ 8.61	\$ 4.95	\$58.83	

Grid Modernization O&M Compared to Docket No. 25-00049-UT
Forecast

PNM Exhibit JEJ-4b

Is contained in the following 1 page.

PNM Exhibit JEJ-4b Grid Modernization O&M by Project Compared to Docket No. 25-00049-UT Forecast (\$ in millions)																						
	Docket No. 25-00049-UT Forecast							Variance						Current Forecast						PNM Witness		
	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total	Year 1	Year 2	Year 3	Year 4	Year 5		Year 6	Total
ADMS	\$ 0.13	\$ 0.13	\$ 0.83	\$ 0.86	\$ 1.88	\$ 1.96	\$ 5.81	\$ (0.13)	\$ 0.22	\$ (0.48)	\$ (0.16)	\$ (0.36)	\$ (0.73)	\$ (1.64)	\$ 0.00	\$ 0.36	\$ 0.36	\$ 0.70	\$ 1.53	\$ 1.23	\$ 4.17	Ludi
Advanced Metering																						
Meter Installation Costs	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 3.88	\$ 3.88	\$ -	\$ -	\$ 7.77	\$ -	\$ -	\$ 3.88	\$ 3.88	\$ -	\$ -	\$ 7.77	Morgan
Meter & Meter Infrastructure Costs	\$ 3.55	\$ 4.11	\$ 2.65	\$ 0.87	\$ (1.07)	\$ (4.93)	\$ 5.18	\$ (1.18)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (1.18)	\$ 2.38	\$ 4.11	\$ 2.65	\$ 0.87	\$ (1.07)	\$ (4.93)	\$ 4.01	Hawkins
Total Advanced Metering	\$ 3.55	\$ 4.11	\$ 2.65	\$ 0.87	\$ (1.07)	\$ (4.93)	\$ 5.18	\$ (1.18)	\$ -	\$ 3.88	\$ 3.88	\$ -	\$ -	\$ 6.59	\$ 2.38	\$ 4.11	\$ 6.53	\$ 4.75	\$ (1.07)	\$ (4.93)	\$ 11.77	
Customer Information & Analytics	\$ 1.15	\$ 1.16	\$ 1.53	\$ 1.77	\$ 1.81	\$ 1.85	\$ 9.27	\$ (0.31)	\$ (0.18)	\$ 0.15	\$ (0.06)	\$ (0.08)	\$ (0.09)	\$ (0.57)	\$ 0.84	\$ 0.99	\$ 1.68	\$ 1.70	\$ 1.73	\$ 1.76	\$ 8.70	Hawkins
Cybersecurity	\$ -	\$ 0.22	\$ 0.23	\$ 0.24	\$ 0.25	\$ 0.26	\$ 1.20	\$ 0.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 0.00	\$ 0.00	\$ 0.22	\$ 0.23	\$ 0.24	\$ 0.25	\$ 0.26	\$ 1.20	Hawkins
Data Management & Architecture	\$ 1.11	\$ 1.85	\$ 1.99	\$ 2.07	\$ 2.15	\$ 2.23	\$ 11.39	\$ (0.97)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (0.97)	\$ 0.14	\$ 1.85	\$ 1.99	\$ 2.07	\$ 2.15	\$ 2.23	\$ 10.43	Hawkins
Distribution Automation	\$ 0.01	\$ 0.62	\$ 0.74	\$ 0.89	\$ 1.08	\$ 1.32	\$ 4.67	\$ (0.01)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (0.01)	\$ -	\$ 0.62	\$ 0.74	\$ 0.89	\$ 1.08	\$ 1.32	\$ 4.66	Ludi
Distribution Planning & Engineering	\$ 0.38	\$ 0.62	\$ 0.65	\$ 0.67	\$ 0.70	\$ 0.72	\$ 3.74	\$ (0.38)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (0.38)	\$ -	\$ 0.62	\$ 0.65	\$ 0.67	\$ 0.70	\$ 0.72	\$ 3.36	Ludi
Telecommunications	\$ 0.38	\$ 0.40	\$ 0.77	\$ 0.80	\$ 0.83	\$ 0.87	\$ 4.05	\$ (0.38)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (0.38)	\$ 0.00	\$ 0.40	\$ 0.77	\$ 0.80	\$ 0.83	\$ 0.87	\$ 3.67	Ludi
Program Oversight	\$ 2.05	\$ 2.15	\$ 1.29	\$ 1.35	\$ 1.41	\$ 1.47	\$ 9.71	\$ 0.69	\$ -	\$ 0.48	\$ -	\$ -	\$ -	\$ 1.17	\$ 2.73	\$ 2.15	\$ 1.77	\$ 1.35	\$ 1.41	\$ 1.47	\$ 10.87	Jones
Total Grid Modernization O&M	\$ 8.76	\$ 11.27	\$ 10.67	\$ 9.51	\$ 9.04	\$ 5.77	\$ 55.02	\$ (2.67)	\$ 0.05	\$ 4.03	\$ 3.66	\$ (0.43)	\$ (0.82)	\$ 3.81	\$ 6.09	\$ 11.31	\$ 14.70	\$ 13.17	\$ 8.61	\$ 4.95	\$ 58.83	

Plan Metrics

PNM Exhibit JEJ-6

Is contained in the following 4 pages.

PNM Exhibit JEJ-6
Plan Metrics

Phase	ID	Category	Description	Comment Section	Yr 1	Yr 2	Yr 3	Yr 4	Yr 5	Yr 6
					2025	2026	2027	2028	2029	2030
Implementation Phase	1	Installation and Deployment	Number of advanced meters installed	• AMI meter deployment expected to begin in late 2026 (year two)	• 0 AMI meters installed					
	2	Installation and Deployment	Percentage of advanced meters deployed compared to planned installation	• AMI meter deployment expected to begin in late 2026 (year two)	• 0% of AMI meters installed					
	3	Installation and Deployment	Percentage of customers with advanced meters	• AMI meter deployment expected to begin in late 2026 (year two)	• 0% customers					
	4	Installation and Deployment	Number of customers electing to opt-out of AMI installation	• AMI meter deployment expected to begin in late 2026 (year two)	• 0% customers					
	5	Installation and Deployment	Cost associated with customers opting out of AMI installation	• AMI meter deployment expected to begin in late 2026 (year two)	• \$0 cost					
	6	Installation and Deployment	Number of calls to Customer Contact Center and meter installation vendor regarding meter installation	• AMI meter deployment expected to begin in late 2026 (year two)	• 0 calls					
	7	Installation and Deployment	Number of complaints regarding AMI installation	• AMI meter deployment expected to begin in late 2026 (year two)	• 0 complaints					
	8	Installation and Deployment	Number of three phase reclosers installed	• None scheduled in Year-1	• 0 three-phase reclosers					
	9	Installation and Deployment	Percentage of three phase reclosers deployed compared to planned installation	• 0% of Total Project Qty	• 0% three phase reclosers					
	10	Installation and Deployment	Number of single phase reclosers installed	• None scheduled in Year-1	• 0 single phase reclosers					
	11	Installation and Deployment	Percentage of single phase reclosers deployed compared to planned installation	• 0% of Total Project Qty	• 0% single phase reclosers					
	12	Installation and Deployment	Number of fault current indicators installed	• None scheduled in Year-1	• 0 fault current indicators					
	13	Installation and Deployment	Percentage of fault current indicators deployed compared to planned installation	• 0% of Total Project Qty	• 0% fault current indicators					
	14	Installation and Deployment	Number of SCADAmate switches installed	• None scheduled in Year-1	• 0 SCADAmate switches installed					
	15	Installation and Deployment	Percentage of SCADAmate switches deployed compared to planned installation	• 0% of Total Project Qty	• 0% SCADAmate switches installed					
	16	Installation and Deployment	Number of SCADA Switchgear switches installed	• None scheduled in Year-1	• 0 SCADA Switchgear deployed					
	17	Installation and Deployment	Percentage of SCADA Switchgear deployed compared to planned installation	• 0% of Total Project Qty	• 0% SCADA switchgear					

Phase	ID	Category	Description	Comment Section	Yr 1	Yr 2	Yr 3	Yr 4	Yr 5	Yr 6
					2025	2026	2027	2028	2029	2030
Post Deployment Phase	18	Field Visits	O&M cost savings from avoided field visits	• Field deployment of Grid Modernization devices expected to begin in 2026 (year two)	• O&M cost savings: \$0					
	19	Field Visits	Number of avoided truck rolls/field visits	• Field deployment of Grid Modernization devices expected to begin in 2026 (year two)	• 0 avoided trucks rolls/field visits					
	20	Field Visits	GHG reductions from avoided truck rolls	• Field deployment of Grid Modernization devices expected to begin in 2026 (year two)	• 0 kg GHG reduction from avoided truck rolls					
	21	AMI Functionality	Percentage of customers with advanced meters that receive estimated bills	• AMI meter deployment expected to begin in late 2026 (year two).	• 0% customers					
	22	AMI Functionality	Total number of AMI meters used for billing (activated)	• AMI meter deployment expected to begin in late 2026 (year two).	• 0 meters					
	23	AMI Functionality	Percentage of customers with an advanced meter that have made a complaint of inaccurate meter readings	• AMI meter deployment expected to begin in late 2026 (year two).	• 0% customers					
	24	AMI Functionality	Number of customers with an advanced meter with an active web portal account	• CEMP / Mobile App expected to launch in 2026 • AMI meter deployment expected to begin in late 2026 (year two).	• 0 customers					
	25	AMI Functionality	Meter accuracy test percentage	• AMI meter deployment expected to begin in late 2026 (year two).	• N/A**					
	26	AMI Functionality	Number of remote meter disconnect operations	• AMI meter deployment expected to begin in late 2026 (year two).	• 0 disconnect operations					
	27	AMI Functionality	Number of remote meter connect operations	• AMI meter deployment expected to begin in late 2026 (year two).	• 0 connect operations					
	28	AMI Functionality	Percentage of interval reads received	• AMI meter deployment expected to begin in late 2026 (year two).	• 0% interval reads received					
	29	Reliability	Changes to SAIDI (pre vs post AMI deployment)	• AMI meter deployment expected to begin in late 2026 (year two), and complete in late 2028 (year four)	• 0 changes to SAIDI (pre vs. post AMI deployment)					
	30	Customer Engagement	Number of monthly, unique visits to the web portal	• CEMP / Mobile App expected to launch in 2026	• 0 unique visits					
	31	Customer Engagement	Customer access to hourly or sub-hourly data	• CEMP / Mobile App expected to launch in 2026 • AMI meter deployment expected to begin in late 2026 (year two).	• 0 customer access					
	32	Customer Engagement	Percentage of customers with advanced meter that are targeted with energy savings messaging	• AMI meter deployment expected to begin in late 2026 (year two).	• 0% customers					
33	Customer Engagement	Percentage of low-income customers with advanced meters that are targeted with energy savings messaging	• AMI meter deployment expected to begin in late 2026 (year two).	• 0% low-income customers						

Phase	ID	Category	Description	Comment Section	Yr 1 2025	Yr 2 2026	Yr 3 2027	Yr 4 2028	Yr 5 2029	Yr 6 2030
Post Deployment Phase	34	Pre/Post AMI Customer Satisfaction Surveys	Survey of customer satisfaction with outage related communications	<ul style="list-style-type: none"> • Data based upon PNM Outage Transactional Survey • Recorded Date: 1/1/2025 to 12/31/2025 • Source Question: "Overall, how satisfied were you with PNM's communication during your recent outage?" • Responses Included: "Very Satisfied" or "Satisfied" • 2025 Total Respondents: 4,046 • Statistical Confidence Level: 95% (Statistical Margin of Error: 1.5%) • Note: The PNM Outage Transactional Survey is distributed to customers who experienced an outage and have a valid email address on file. 	• 53% of customers who have experienced an outage					
	35	Pre/Post AMI Customer Satisfaction Surveys	Percentage of customers aware of AMI	<ul style="list-style-type: none"> • Data based upon PNM Brand & Image Pulse Survey, collected on or before December 31, 2025 • Source Question: "How familiar are you with the terms grid modernization, smart meters, or advanced metering infrastructure (AMI)?" • Qualifying Responses: Customers who selected "Very Familiar" or "Moderately Familiar" • 2025 Total Respondents: 836 • Statistical Confidence Level: 95% (Statistical Margin of Error: 3.4%) 	• 36% of customers					
	36	Pre/Post AMI Customer Satisfaction Surveys	Understanding of AMI technology and benefits		• N/A**					

Phase	ID	Category	Description	Comment Section	Yr 1	Yr 2	Yr 3	Yr 4	Yr 5	Yr 6
					2025	2026	2027	2028	2029	2030
Post Deployment Phase	37	Pre/Post AMI Customer Satisfaction Surveys	Percentage of low-income customers aware of AMI	<ul style="list-style-type: none"> • Data based upon PNM Brand & Image Pulse Survey, collected on or before December 31, 2025 • Source Question: "How familiar are you with the terms grid modernization, smart meters, or advanced metering infrastructure (AMI)?" • Qualifying Responses: Customer who selected "Very Familiar" or "Moderately Familiar" • Self-reported income level and household size estimation match 150% Federal Poverty Level threshold • Lower end of income range is used as representative of income level • Cross-matched income and household size with Federal Poverty Line guidelines • Numerator: Total low-income respondents who select Very Familiar or Moderately Familiar (2025: 37 customers) • Denominator: Total low-income respondents (2025: 165 customers) • Statistical Confidence Level: 90% (Statistical Margin of Error: 6.4%) 	• 22% of customers					
	38	Post Implementation Survey	Summary of customer survey results after meter installation.	• AMI meter deployment expected to begin in late 2026 (year two).	• N/A**					
*Note: Data as of December 31, 2025, unless otherwise noted.										
**N/A: Metric data is not currently available										

Plan Benefits Report

PNM Exhibit JEJ-7

Is contained in the following 4 pages.

PNM Exhibit JEJ-7
Plan Benefits

Phase	ID	Category	Description	Comment Section	Yr 1	Yr 2	Yr 3	Yr 4	Yr 5	Yr 6
					2025	2026	2027	2028	2029	2030
Implementation Phase	1	Installation and Deployment	Number of advanced meters installed	• AMI meter deployment expected to begin in late 2026 (year two)	• 0 AMI meters installed					
	2	Installation and Deployment	Percentage of advanced meters deployed compared to planned installation	• AMI meter deployment expected to begin in late 2026 (year two)	• 0% of AMI meters installed					
	3	Installation and Deployment	Percentage of customers with advanced meters	• AMI meter deployment expected to begin in late 2026 (year two)	• 0% customers					
	4	Installation and Deployment	Number of customers electing to opt-out of AMI installation	• AMI meter deployment expected to begin in late 2026 (year two)	• 0% customers					
	5	Installation and Deployment	Cost associated with customers opting out of AMI installation	• AMI meter deployment expected to begin in late 2026 (year two)	• \$0 cost					
	6	Installation and Deployment	Number of calls to Customer Contact Center and meter installation vendor regarding meter installation	• AMI meter deployment expected to begin in late 2026 (year two)	• 0 calls					
	7	Installation and Deployment	Number of complaints regarding AMI installation	• AMI meter deployment expected to begin in late 2026 (year two)	• 0 complaints					
	8	Installation and Deployment	Number of three phase reclosers installed	• None scheduled in Year-1	• 0 three-phase reclosers					
	9	Installation and Deployment	Percentage of three phase reclosers deployed compared to planned installation	• 0% of Total Project Qty	• 0% three phase reclosers					
	10	Installation and Deployment	Number of single phase reclosers installed	• None scheduled in Year-1	• 0 single phase reclosers					
	11	Installation and Deployment	Percentage of single phase reclosers deployed compared to planned installation	• 0% of Total Project Qty	• 0% single phase reclosers					
	12	Installation and Deployment	Number of fault current indicators installed	• None scheduled in Year-1	• 0 fault current indicators					
	13	Installation and Deployment	Percentage of fault current indicators deployed compared to planned installation	• 0% of Total Project Qty	• 0% fault current indicators					
	14	Installation and Deployment	Number of SCADAmate switches installed	• None scheduled in Year-1	• 0 SCADAmate switches installed					
	15	Installation and Deployment	Percentage of SCADAmate switches deployed compared to planned installation	• 0% of Total Project Qty	• 0% SCADAmate switches installed					
	16	Installation and Deployment	Number of SCADA Switchgear switches installed	• None scheduled in Year-1	• 0 SCADA Switchgear deployed					
	17	Installation and Deployment	Percentage of SCADA Switchgear deployed compared to planned installation	• 0% of Total Project Qty	• 0% SCADA switchgear					

Phase	ID	Category	Description	Comment Section	Yr 1	Yr 2	Yr 3	Yr 4	Yr 5	Yr 6
					2025	2026	2027	2028	2029	2030
Post Deployment Phase	18	Field Visits	O&M cost savings from avoided field visits	• Field deployment of Grid Modernization devices expected to begin in 2026 (year two)	• O&M cost savings: \$0					
	19	Field Visits	Number of avoided truck rolls/field visits	• Field deployment of Grid Modernization devices expected to begin in 2026 (year two)	• 0 avoided trucks rolls/field visits					
	20	Field Visits	GHG reductions from avoided truck rolls	• Field deployment of Grid Modernization devices expected to begin in 2026 (year two)	• 0 kg GHG reduction from avoided truck rolls					
	21	AMI Functionality	Percentage of customers with advanced meters that receive estimated bills	• AMI meter deployment expected to begin in late 2026 (year two).	• 0% customers					
	22	AMI Functionality	Total number of AMI meters used for billing (activated)	• AMI meter deployment expected to begin in late 2026 (year two).	• 0 meters					
	23	AMI Functionality	Percentage of customers with an advanced meter that have made a complaint of inaccurate meter readings	• AMI meter deployment expected to begin in late 2026 (year two).	• 0% customers					
	24	AMI Functionality	Number of customers with an advanced meter with an active web portal account	• CEMP / Mobile App expected to launch in 2026 • AMI meter deployment expected to begin in late 2026 (year two).	• 0 customers					
	25	AMI Functionality	Meter accuracy test percentage	• AMI meter deployment expected to begin in late 2026 (year two).	• N/A**					
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	28	AMI Functionality	Percentage of interval reads received	• AMI meter deployment expected to begin in late 2026 (year two).	• 0% interval reads received					
	29	Reliability	Changes to SAIDI (pre vs post AMI deployment)	• AMI meter deployment expected to begin in late 2026 (year two), and complete in late 2028 (year four)	• 0 changes to SAIDI (pre vs. post AMI deployment)					
	30	Customer Engagement	Number of monthly, unique visits to the web portal	• CEMP / Mobile App expected to launch in 2026	• 0 unique visits					
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	32	Customer Engagement	Percentage of customers with advanced meter that are targeted with energy savings messaging	• AMI meter deployment expected to begin in late 2026 (year two).	• 0% customers					
33	Customer Engagement	Percentage of low-income customers with advanced meters that are targeted with energy savings messaging	• AMI meter deployment expected to begin in late 2026 (year two).	• 0% low-income customers						

Phase	ID	Category	Description	Comment Section	Yr 1	Yr 2	Yr 3	Yr 4	Yr 5	Yr 6
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	36	Pre/Post AMI Customer Satisfaction Surveys	Understanding of AMI technology and benefits		• N/A**					

Phase	ID	Category	Description	Comment Section	Yr 1	Yr 2	Yr 3	Yr 4	Yr 5	Yr 6
					2025	2026	2027	2028	2029	2030
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	38	Post Implementation Survey	Summary of customer survey results after meter installation.	• AMI meter deployment expected to begin in late 2026 (year two).	• N/A**					
*Note: Data as of December 31, 2025, unless otherwise noted.										
**N/A: Metric data is not currently available										

BEFORE THE NEW MEXICO PUBLIC REGULATION COMMISSION

**IN THE MATTER OF PUBLIC SERVICE COMPANY)
OF NEW MEXICO’S SECOND ANNUAL GRID)
MODERNIZATION REVIEW FILING PURSUANT)
TO THE COMMISSION’S FINAL ORDER)
)
PUBLIC SERVICE COMPANY OF NEW MEXICO,)
)
Applicant.)
_____)**

Docket No. 26-00000__

AFFIDAVIT

STATE OF NEW MEXICO)
) ss
COUNTY OF BERNALILLO)

JASON E. JONES, Executive Director, OT & PNM Capital Management, for PNMR Services Company, upon being duly sworn according to law, under oath, deposes and states: I have read the foregoing **Direct Testimony of Jason E. Jones**, and it is true and accurate based on my own personal knowledge and belief.

Dated this 10th day of April, 2026.

/s/ Jason E. Jones
JASON E. JONES