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Renard U. Johnson

CITY MANAGER
Dionne Mack

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Dr. Josh Acevedo

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Deanna M. Rocha

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**NEWS
RELEASE**

02/27/2026

City of El Paso Challenges State Approval of Texas Gas Service Rate Increase, As Residents Report Sharp Bill Spikes

EL PASO, Texas—As El Paso residents report sudden, steep increases in their natural gas bills, the City of El Paso is continuing its legal challenge by filing a motion for rehearing with the Railroad Commission of Texas (RRC) in response to the RRC’s decision approving Texas Gas Service’s request to increase rates and consolidate customers into uniform statewide pricing.

City officials have consistently opposed the rate increase throughout the regulatory process, advocating for protections specific to El Paso customers. Following the RRC’s approval, El Paso City Council authorized the City Attorney, in consultation with the City Manager, to file a motion for rehearing to formally challenge the decision and continue the City’s efforts to ensure any approved rates are fair, reasonable, and supported by appropriate analysis.

“We share the concerns we are hearing from residents about rising bills,” said Mayor Renard U. Johnson. “The City has opposed this increase from the beginning and is using every available legal avenue to advocate for El Paso customers.”

While the Railroad Commission regulates natural gas utilities, some customer complaints have been redirected to the City. However, the City does not set Texas Gas Service rates and does not have the authority to reduce individual bills. Rate decisions and billing structures are established by Texas Gas Service under the framework approved by the RRC.

To better understand the local impact, the City is compiling information from residents. Early observations indicate many customers are experiencing higher monthly charges, largely due to increases in two main parts of their bills:

- The **delivery charge**, which covers the cost of operating and maintaining the system that delivers gas to homes
- The **cost of gas**, which reflects the price of the natural gas itself

Residents with questions about their specific bill, billing cycle timing, or account details should contact Texas Gas Service directly at 800-700-2443.

For concerns about the approved rate structure or to share feedback about the impact of the decision, residents and media may also contact the Railroad Commission of Texas:

- **Chairman Jim Wright**
 - Aaron Krejci, Director of Public Affairs
Aaron.Krejci@rrc.texas.gov | 512-463-7144
 - Christopher Hotchkiss, Chief of Staff & Legal Counsel
Christopher.Hotchkiss@rrc.texas.gov | 512-463-7147

—more—



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Among All Members of the Community

Media Contact: Laura Cruz Acosta
Strategic Communications Director
Cruz-AcostaLA@elpasotexas.gov
915.491.0758



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- **Commissioner Christi Craddick**
 - Cammy Jones
Cammy.Jones@rrc.texas.gov | 512-463-7141
- **Commissioner Wayne Christian**
 - Wayne Christian
wayne.christian@rrc.texas.gov | 512-463-7131
 - Jeremy Hagen
jeremy.hagen@rrc.texas.gov | 512-463-7131

The City will continue to monitor the case and provide updates to the community as the regulatory process moves forward.

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Media Contact: Laura Cruz Acosta
Strategic Communications Director
Cruz-AcostaLA@elpasotexas.gov
915.212.1071