

Frequently Asked Question's

- 1.) How many names can appear on an account?

Two, husband and wife. Family members, sons, daughters and extended family members cannot be added to an account.

- 2.) Is E-Bill available?

Yes. E-Bill is available. We are finding this option is most feasible as it saves on postage and cost for paper, allowing us the opportunity to serve you more efficiently. If you would like to place your account on E-Bill please contact customer service.

- 3.) Can I pay my bill online?

Yes. Online bill pay is available and offers you the convenience of paying your bill anytime. A customer service representative can assist you with the process of initial access.

- 4.) How do I go about obtaining a twelve month history on my account?

This request is taken in customer service, please be advised your identification will be verified at that time. We cannot release information on your account to a third party without your consent.

- 5.) How do I go about disconnecting or reconnecting my commercial or business properties?

On all commercial accounts we must have a written request from the account holder including the signature of the account holder. Please specify the meter number, physical address, mailing address, telephone number and date request is needed by.

- 6.) How do I go about setting up service for a residential account?

If you have an existing account with us that is current we can assist you in customer service after we verify your identity.

If you do not have an existing account with us we will need you to fill out an application for electric service and we will need to secure your account with a deposit or a letter of credit. Deposit amounts are based upon the usage history for the location requested. Letters of Credit need to be from a current or previous utility company within the most recent two years with no more than two late payments. Should you opt to pay the deposit please be advised it is refundable on the thirteenth month of service or your final bill should you disconnect prior to one year. Applications for electric service can be found online on our website. Should you choose to email the form with your driver's license please do not forget to scan your signature. You are given the option to make a one time credit card payment or check payment for the amount of your deposit at which time you will be provided with a confirmation number.

- 7.) What can I expect on my first month's bills as a new consumer?

Your first month's bill will include a one time service charge. Fifteen Dollars for Residential and Fifty Dollars for Commercial. Should you choose to pay your service charge in advance this amount will not appear on your first month's bill. You will see a re occurring system charge on all of your statements. Your residential account will have a ten dollar system charge and your commercial account will have a fifteen dollar system charge. The system charge is associated with administrative and maintenance cost'.

Please note that if you have a time of use meter your base fee is for residential is twelve dollars with commercial at seventeen fifty.*

The Energy Charge is based upon the amount of kilowatts multiplied by your rate.

Residential Rate is .10519, **Residential Time Of Use Rates** include your on peak rate of .11789 and your off peak rate of .07659. **Seasonal Rate** .10845, and **Seasonal Time of Use** on peak is .12385 with the off peak at .07485. **Commercial Rate** is .10045. **Commercial Time Of Use** includes the on peak rate of .10965 and off peak at .07345.

The Fuel Adjustment is a line item included to allow for the fluctuating cost of electricity that is purchased by Kit Carson Electric from our Power Supplier.

DSA is the Debt Service Adjustment. This is associated with any and all debts owed by the Cooperative.

Renewable KWH, this is the line item representing any participation in our Green Power Program.

State Tax and in some cases the Franchise Tax is included on your bill. The Franchise Tax is applicable to the area you reside.

- 8.) Can I expect same day connections or disconnects?

We will do our best to accommodate your request however we cannot guarantee same day service. Your request is completed based upon available personnel. Please make arrangements in advance of at least two to three days prior to your expected arrival to avoid any inconvenience. Should a connection absolutely be needed and it is after hours you are given the option to pay a one time, non refundable two hundred dollar connect fee.

- 9.) What is the fee to call the office and make a one time Credit Card or Check Payment?

There is no fee associated with payments made over the phone.