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August 15, 2019

To Whom It May Concern:

Kit Carson Electric Cooperative, Inc. (KCEC) processed system bank drafts on Monday, August 12, 2019 for billing cycle 1 in error. The drafts were supposed to be processed on August 26, 2019. If your bank account has been over drafted due to this, please contact us to reverse the payment. Centinel Bank and Hillcrest Bank have generously agreed to cover the payment until your account has enough funds and will also waive the not sufficient funds (NSF) fee. We are in the process of contacting other banks to cover the payment and waive fees.

We apologize for this inconvenience and will make every effort to ensure this error doesn't occur again. If you have any questions, please don't hesitate to contact a KCEC Customer Service Representative at 575-751-9064 or 1-800-944-8159.

Again, we apologize for any inconvenience.

Sincerely,

A handwritten signature in blue ink, appearing to read "Luis A. Reyes, Jr.", with a stylized, cursive flourish.

Luis A. Reyes, Jr.  
Chief Executive Officer

#### BOARD OF TRUSTEES

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