



“Owned by those we serve.”



## CEO'S MESSAGE

### KCEC Celebrates Happy National Cooperative Month

October is a time of celebration – turning of the leaves, pumpkin spice lattes and Halloween. It's also National Cooperative Month. During this time, Kit Carson Electric Cooperative (KCEC) recognizes and highlights the principles that guide cooperatives across the nation and how they serve your communities.

Cooperatives have seven core principles. Membership to a cooperative is open and voluntary to all who stand willing to accept responsibilities of membership. Members have democratic control over their cooperative. As member-owners, you have the choice to actively participate in setting policies and making decisions. Each year at the KCEC Annual Meeting, members have the opportunity for their voice to heard on matters of the co-op.

KCEC provides electric, broadband and propane services to northern NM, consisting of a wide variety of demographics. KCEC is dedicated to “serving the under-served” with the safety and reliability for our communities. We work for the sustainable economic development and a better quality of life for our members. Whether simply connecting with you over our social media platforms or meeting you personally at a community event, we work hard to be a part of the communities that we serve.

We want to thank you for being a member of KCEC, while enjoying the participation of being in a cooperative. Happy National Cooperative month.



## KCEC Solar

### Installing Solar Panels?

To avoid any unnecessary costs, PLEASE CONTACT KCEC BEFORE YOU INSTALL SOLAR PV SYSTEMS. Kit Carson has the right to not connect solar pv systems. KCEC does not guarantee connection to new net-metering customers due to grid capacity and integrity. If you have any questions, please feel free to call. We look forward to working with all members.

Please contact Richard Martinez, COO, at (575)-758-2258 for questions regarding net metering requirements.



Kit Carson Internet has extended the hours of their (now local) help desk/technical support to include longer hours daily and service throughout the weekend. Technical Support is now available from 7 a.m. to 7 p.m. Monday thru Friday as well as Saturday and Sunday from 8:00 am to 4:30 pm. If you prefer to do business in person, we take all customer walk-ins from 8:00 a.m. to 4:30 p.m. Monday-Friday. KCI encourages customers to call 575-758-4838 for any issues regarding their service. KCI continues to address the concerns of customers and wants to ensure the highest quality service.

### Kit Carson Internet now offers Online Applications!

To sign up for service or upgrade your existing service or add our less expensive than the competition Voice Service, please visit our website at [www.kitcarson.com](http://www.kitcarson.com) and click on Kit Carson Internet, Plans and Pricing and Sign Up! To speak to a Customer Service Representative call 575-758-4838. Kit Carson Internet is excited to offer our new packages and speeds!

#### Residential Pricing

- 50 Mbps - \$49.90 / Month
- 100 Mbps - \$59.90 / Month
- 150 Mbps - \$109.90 / Month
- 250 Mbps - \$152.90 / Month
- \*500 Mbps-\$179.90 \*\*\*New Just Added\*\*\*

#### Business Pricing

- 50 Mbps - \$83.90 / Month
- 100 Mbps - \$103.90 / Month
- 150 Mbps -\$143.90/Month \*\*\*Most Popular\*\*\*
- 250 Mbps - \$173.90 / Month
- \*500 Mbps-\$199.90 \*\*\*New Just Added\*\*\*

\*All Prices + Taxes & Fees  
Please contact us at 575-758-4838 for inquiries on our Telephone service for residential and business.



## Propane

The 20% Order Request – It is important for propane orders to be placed when your tank is at 20%. This ensures that you will have enough propane to last until you receive your delivery. Our drivers handle a specific number of orders per day depending on the terrain and location of the orders. Ordering at 20% helps to alleviate trip charges and any other incidentals related to an emergency, after hour delivery.

### WINTER REMINDERS

- Please keep your driveway clear
- The number of orders increase as we head into the winter months. Ordering with enough time to receive your delivery is recommended to avoid costly after-hours calls
- Deliveries during winter months can be delayed based on weather and road conditions
- Safety is our #1 priority



### CURRENT PRICING

\*\*SUBJECT TO CHANGE\*\*

RESIDENTIAL PRICE - \$2.10/gal

BOTTLE DOCK PRICE - \$2.10/gal

FIRST FILL (NEW CUSTOMERS) - \$1.69/gal

TANK LEASE - \$7.00 + TAX PER MONTH OR \$77.00 + TAX PER YEAR

ENROLL IN PAPERLESS STATEMENTS!

## WHO WE ARE



### Nadine Varela

Nadine started working for KCEC on October 13, 2009, as a Customer Service Representative and then was promoted to Project Coordinator. She started this position with the construction of the Fiber to the Home Broadband Project. In October 2018 Nadine was promoted to Kit Carson Internet Office Manager. Nadine was very excited for this new opportunity. “ I supervise 7 amazing employees and I am excited to be celebrating 10 years with the company this month. I look forward to what the future may hold.”

## Board of Trustees

Bobby Ortega	President	Questa	District 2
Cristobal Duran	Vice President	Rodarte	District 4
Manuel Medina	Secretary	Taos	District 1
Bruce Jassman	Treasurer	Angel Fire	District 5
David Torres	Trustee	Arroyo Seco	District 1
Robert Bresnahan	Trustee	Valle Escondido	District 1
Luisa Valerio Mylet	Trustee	Pot Creek	District 1
Bernie Torres	Trustee	Costilla	District 2
Arturo Rodarte	Trustee	Ojo Caliente	District 3
Russ Coyle	Trustee	Angel Fire	District 5
Michael Romero	Trustee	Vadito	District 4

Next Board of Trustee monthly Board meeting will be held  
Tuesday, October 29, 2019 at 9:00am in the KCEC Boardroom.

## Community

# LOVEJOYPEACE

Taos Feeds Taos, a non-profit corporation in its 34th year, will distribute food baskets to over 1100 needy Taos county families during this holiday season. This is only possible with your help. We ask for donations of non-perishable foods and for cash donations to purchase hams, fruits and vegetables. We also ask for volunteers to help fill boxes. Your support is appreciated. Please donate at [taosfeedstaos.org](http://taosfeedstaos.org)

**Basket Application/Registration will take place at four locations in Taos and surrounding areas:**

**Taos : National Guard Armory, 1145 State Road 570**  
Monday and Tuesday, November 18-19, 9:00am-4:00pm  
Monday and Tuesday, December 2-3, 9:00am-4:00pm

**Penasco : El Centro de Comunidad & Picuris**  
Monday, December 2, 9:00am-4:00pm  
Picuris: Monday, December 2, 9:00am-12:00pm

**Questa / Cerro : Harvest Church**  
Monday, December 2, 9:00am-4:00pm

**Amalia / Costilla : RCCLA Offices**  
Monday, December 2, 9:00am-11:00pm



### Contact Us



**MAIN OFFICE** (575) 758-2258 or 1-800-688-6780

**CUSTOMER SERVICE:** (575) 751-9064 or 1-800-944-8159

**CUSTOMER SERVICE FAX:** (575) 758-4611

**CUSTOMER SERVICE EMAIL:** [csr@kitcarson.com](mailto:csr@kitcarson.com)

**ADMINISTRATION FAX:** (575) 758-4890

**AUTOMATED SYSTEM:** (575) 751-8132

**POWER OUTAGE/SERVICE INTERRUPTIONS:** (575) 758-6100

**EMERGENCY LINE-LOCATES:** 1-800-321-2537

**QUESTA OFFICE:** (575) 586-2113 Open 8:00 - 4:30 on the fourth Wednesday of each month (except holidays).

**KIT CARSON INTERNET:** (575) 758-4838 or 1-800-758-4820

**KIT CARSON PROPANE:** (575) 758-7757  
**NEW MEXICO PUBLIC REGULATORY COMMISSION**

**(PERA Building):** 1-800-947-4722

\* This institution is an equal opportunity provider and employer