



“Owned by those we serve.”



Winter is quickly approaching us and soon we'll be enjoying watching movies with the family while watching the snow fall. Wouldn't it be nice to watch movies on Netflix, Hulu or any other movie app available on today's Smart TV's? Kit Carson Internet can help you with that.

Kit Carson Internet has extended the hours of their (now local) help desk/technical support to include longer hours daily and through 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. After hours your technical support calls will be answered and queued for completion the very next

morning. 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 possible.

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!



## CEO'S MESSAGE

### KCEC Partners with Taos Feeds Taos to Support Community

The Christmas season is the time for giving, celebrating, and coming together with friends and family. Every year, many residents in Taos County struggle to put food on the dinner table. Taos Feeds Taos (TFT), a non-profit organization has been providing food boxes to low-income families for 32 years.

The TFT Board and staff, which are voluntary, work throughout the year collecting funds to feed over 1100 families. TFT works with many different organizations, including Kit Carson Electric Cooperative (KCEC); to collect food, fill boxes, deliver the food boxes and raise donations for the coming year. Due to the financial constraints of the holidays, TFT chose the Christmas holiday to aid families.

When TFT began, their mission was to feed the people in the Town of Taos. Over time, TFT expanded to serve all of Taos County. To be eligible for a TFT food box residents must fill out an application on the TFT website.



On November 9, 2019 from 8:00 am – 10:00 am, TFT will have a pancake breakfast at the Bent Lodge. The price for the pancake breakfast is \$7; all proceeds go to the TFT program. If you can, buy tickets and bring the whole family to a joyous community event! All contributions are greatly appreciated.

KCEC supports many organizations and programs in the communities we serve. KCEC donates time, labor, and resources to help members and organizations achieve their mission. This holiday season, KCEC will again support the TFT program and many other programs.

For more information, please visit the Taos Feeds Taos website at [www.taosfeedstaos.org](http://www.taosfeedstaos.org).

Sincerely, Luis A. Reyes Jr., CEO

**Kit Carson Propane Winter Reminders**

- Please keep your driveway clear of snow
- 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
- Keep tank free of anything that will block our access to complete your delivery (ie: old vehicles, trash or debris)
- Please keep office informed of any changes to locks on your gate
- Safety is our #1 priority
- Deliveries during winter months can be delayed based on weather and road conditions



**CURRENT PRICING**

\*\*SUBJECT TO CHANGE\*\*

RESIDENTIAL PRICE - \$2.20/gal

BOTTLE DOCK PRICE - \$2.20/gal

FIRST FILL (NEW CUSTOMERS) - \$1.99/gal

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

ENROLL IN PAPERLESS STATEMENTS!

**Winter Weatherization**

With the winter months approaching it's not too late to make sure your home is adequately weatherized to save on your utility bills. Here are some quick tips to make your house more efficient: Check insulation, maintain your pipes, and inspect your heating systems

- Clean your gutters. Yes, it's a nasty job, but clogged gutters are a primary reason ice builds up.
- Install — and set! — programmable thermostats
- Change ceiling fans to rotate the correct way.
- Check, clean or replace central heating filters.
- Flush your water heater.

The ultimate goal of weatherization is to protect your home from the outside elements in order to maximize energy efficiency. Protecting your home from the weather outside is important for every season, not just the colder ones! If you have rooms that are drafty and cold in the winter, hot in the summer, and generally uneven temperatures throughout your home year-round, it's time to invest in some weatherization home improvements.

**WHO WE ARE**



**Rose Marie Apodaca**

Rose Marie started with KCEC in October 1992, as a cashier. Rose Marie then moved to customer service and part time/billing. Using new faster billing equipment today, Rose Marie is responsible for all the billing, which would not be possible without the help from others within the department. Rose Marie ensures there are enough supplies for each billing. Rose Marie really enjoys her job and also likes spending time with her grandkids. She loves being in the mountains and enjoying nature.

**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 Friday, November 22, 2019 at 9:00am in the KCEC Boardroom.



**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