



Community Update on the Coronavirus / COVID-19
March 12, 2020

As reports of the coronavirus (COVID-19) continue and are updated daily, Kit Carson Electric Cooperative (KCEC) is monitoring the threat and developing plans to help protect our members and maintain our critical business operations. Business continuity plans developed by KCEC are designed to maintain the health and safety of the people with the coop and to ensure that business critical operations continue without interruption for our members. These measures help ensure that KCEC provides reliable electricity during a business continuity event.

Be assured that Kit Carson Electric Cooperative is taking steps now to be prepared in the event there is a significant impact from the coronavirus in our communities. We are focused on maintaining a healthy workforce and keeping key personnel—such as line workers and member service representatives—available so that we can continue to provide the excellent service you expect from us. Kit Carson is dedicated to providing the highest quality service at all times.

Should you find yourself in need of assistance, please contact us:

Kit Carson Electric Cooperative
(575) 758-2258 or 1 (800) 688-6780

Kit Carson Internet
(575) 758-4838

Kit Carson Propane
(575) 758-7757

We strongly encourage you to use KCEC's digital tools and other resources for self-service bill pay and 24/7 account access. If you haven't enrolled in online access, it only takes a few minutes.

Kit Carson Electric <https://upn.kitcarson.com/oscp/OnlineServices/FeaturesLogin/tabid/134/Default.aspx>

Kit Carson Internet <https://secure7.userservices.net/manager/login?isprealm=kitcarson.net>

Kit Carson Propane <https://kitcarson.myfuelportal.com/Account/Login?ReturnUrl=%2F>

Our online billing will both make it easier for you to pay your bill. As always, the health, safety and well-being of our customers, our associates and our communities is of paramount concern. We continue to monitor this quickly evolving situation and are here to assist our customers as needed.

Through our national association (NRECA), electric co-ops coordinate with others in the electric sector and the federal government to prepare for and respond to national-level disasters or threats to critical infrastructure. For more information about coronavirus and preventing the spread of germs, visit CDC at <https://www.cdc.gov/coronavirus/2019-ncov/cases-in-us.html>.

Thank you for taking these steps to keep yourself and our community healthy. We will keep you updated on significant changes in this situation as they occur.

Check Kit Carson Electric Cooperative's website on a regular basis for updates and news - <https://kitcarson.com/news>