



“Owned by those we serve.”



CEO'S MESSAGE COVID-19 Update



Free Wi-Fi Hot-Spots for Students & Members in Public Locations

Kit Carson Internet (KCI) is committed to public and employee safety. As a service to our community, KCI is activating free wi-fi to locations listed below to serve those in need of internet access. KCI encourages social distancing, according to the recommendations from the Governor. KCI wants to ensure our public has access to news, information and updates during this vital time. It's our commitment to the customers we serve. Below are the following free wi-fi spots. The passwords for the locations are:

Kit Carson Electric Cooperative (KCEC) wants to thank Holy Cross Hospital staff, doctors and nurses for their super efforts during the current health crisis. With your dedication to our communities we are in better shape than the rest of the country.

KCEC announces it will be placing a moratorium on service disconnections for residential customers, and it will remain in effect until further notice for members during the coronavirus / COVID-19 emergency.

For all members who have outstanding bills, who are laid off or furloughed from work, or who have a difficult time paying bills, please contact KCEC immediately to make payment arrangements. KCEC is encouraging their members to pay at least a portion of their bill as they are able. Taking this simple step can help avoid a large multi-month balance when the pandemic is over.

President Donald Trump declared the spread of COVID-19 a national emergency, and the Centers for Disease Control and Prevention has recommended an eight week halt to events of more than five people; therefore KCEC Earth Day celebration is cancelled.

“The Cooperative is committed to assisting every member through these difficult times. We know there will be many challenges associated with this pandemic in our rural community,” said Luis A. Reyes, Jr., C.E.O. of KCEC. “We are taking these actions: suspending residential disconnections, enhancing our online billing payment portals, relief of late fees, as well as, lending our crews in support of food delivery to meet the needs in the community. We recognize that this situation is changing rapidly. It is an uncertain time for many of our members and KCEC is committed to ease the stress many are experiencing.”

KCEC's family of companies, Internet and Propane, have taken similar actions. KCEC is proud to serve its members in this way at this time. Stay safe and healthy. Commercial and all other accounts are required to make payment arrangements with KCEC to avoid service electric service interruption.

We encourage members to conduct business by utilizing the online billing system, contact customer service over the phone, email or automated telephone system (575-751-8132). Payments can be made at the following locations: Hillcrest Bank, Centinel Bank, US Bank and Washington Federal (No bank account needed to make payment).

Sincerely, Luis A. Reyes Jr., CEO

Lobby Hours!

10:00 am - 2:00 pm, Monday through Friday. Lobby hours are subject to change.

SSID: **Kit Carson Guest Wi-Fi**
Password: **Kitc@rson2020**

Amalia Community Center
Costilla Community Center
Questa Kit Carson Office
Red River Library
Kit Carson Park (Adjacent)
Fred Baca Park (Adjacent)
Eco Park (Adjacent)
Talpa Community Center
Penasco - San Antonio de Padua Catholic Church Rectory
Angel Fire Ihub Bldg.
Eagle Nest Park
El Rito West Library
KIT CARSON COOP PARKING LOT
Vadito Community Center
Picuris Pueblo Administration office
Arroyo Seco Community Center
Taos Pueblo Red Willow
Taos Pueblo Senior Center
Taos Pueblo Headstart Parking Lot



Kit Carson Propane Helping Propane Customers During COVID-19 Emergency

KIT CARSON PROPANE (KCP) announces they will reduce the price for propane to \$1.90 per gallon and it will remain in effect until further notice. For all customers who have outstanding bills, who are laid off or furloughed from work, or who have a difficult time paying bills, KCP will not shut off customers and continue to fill propane orders. For more information, please call our office at (575)758-7757

Propane Customer Reminders

Ordering at 20% helps to alleviate trip charges and any other incidentals related to an emergency, after hour delivery.

- PLEASE KEEP YOUR DRIVEWAY CLEAR
- DO NOT BLOCK ACCESS TO PROPANE TANK



CURRENT PRICING

****SUBJECT TO CHANGE****

RESIDENTIAL PRICE - \$1.90/gal

BOTTLE DOCK PRICE - \$1.90/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!



KCEC is focused on maintaining a healthy workforce, and keeping key personnel; such as line workers and customer service representatives; available so that we can continue to provide the excellent service you expect from us. Changes have been implemented to handle COVID-19 impacts to our communities.



KCI would like to thank the parents and students that are completing our Students Without Internet Form as we are getting an overwhelming response. At this time, we are focusing on high school seniors, college students, teachers and people who have to work from home. We will then go to 11th graders, 10th graders and so on. If you have a student(s) at are in middle school or elementary school, we do not have a timeline when they can be connected. We will contact you when that time comes. Thank you for your patience.

WHO WE ARE

Thank You!

**Thank You
First
Responders**

Stay Safe



As COVID-19 continues to spread, the future has never felt so unpredictable. These are challenging times for us all, and we hope you're in good spirits and health! Right now, we're doing everything possible to sustain daily operations and provide services to our community. Now, more than ever, our community needs us. KCEC wants to thank every organization and person that has risked their life to help reduce the spread of COVID-19. Blessings and prayers to to all first responders and volunteers. Thank you, stay safe and healthy.

Board of Trustees

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Next Board of Trustee monthly Board meeting will be held April 28, 2020 at 9:00 am via virtual conferencing.



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

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 Closed until further notice.

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