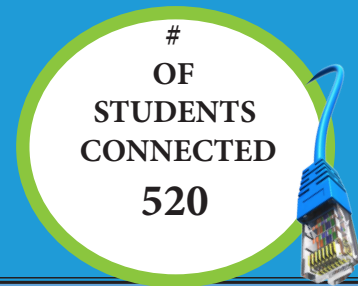




visit us at www.kitcarson.com



CEO'S MESSAGE

Severe Windstorm that Impacted Approximately 8,300 Members

On Wednesday morning, December 15, 2021, a severe windstorm struck most of KCEC's communities, affecting more than 8,000 members. 80 - 110 mph winds swept through Taos, Colfax and Rio Arriba Counties, destroying 60 electric poles, multiple houses, roofs, trees, creating electrical and broadband outages throughout the KCEC service area.

All KCEC and KCI crews responded to multiple outages immediately after the service territory's winds during Wednesday's tornado-like storm. The storm affected approximately 30 communities in the Northern New Mexico areas. The significant extent of the damage that occurred was in the tree-rich areas. All electrical outages were caused by debris, trees on the powerlines and broken poles from the extensive winds. The Taos County Commission adopted an Emergency/Disaster Declaration.

KCEC crews worked more than 30 consecutive hours to restore power in affected areas. The high winds and below-freezing temperatures made it difficult for crews to access hard-to-reach terrain. KCI worked on fiber lines to regain internet connection for members. The KCEC crews managed to restore power to some areas of Taos at 3:00 am, Thursday morning (December 16) and continued to work on other areas of the service territory. After assessing the actual damage of the storm, KCEC staff and management strategized a plan for crew distribution, inventory supply, and dispatch assigning. Contracted and KCEC crews continued to work diligently on Thursday through the night to reduce the number of members with no power.

On Friday morning (December 17), KCEC dispatched all crews to Taos, Rio Arriba and Colfax Counties, focusing on the number of members affected. Crews fixed broken poles, restored down power lines, removed trees and debris. In some areas, engineering staff had to create new paths for electrical lines. On Friday night, 90% of the co-op member's power was energized. Areas of Angel Fire, Tres Piedras, and Eagle Nest were restored on Sunday, December 20, 2021.

KCEC and KCI crews worked in the following areas to restore service: Ojo Caliente, Vallecitos, Canon Plaza, Carson, Tres Piedras, Los Pinos El Prado, Taos Mesa, Taos, Sipapu, Arroyo Hondo, Arroyo Seco, Valdez, Taso Ski Valley, San Cristobal, Taos Canyon, Valle Escondido, Questa, Costilla, Amalia, Top of the World Farms, Cerro, Ventero, Eagle Nest, Tres Ritos, Ute Park, Red River, Upper Red River, Bitter Creek and Angel Fire.

Key community leaders, municipalities and governments worked together to formulate rapid responses to the needs of the Enchanted Circle. Taos County, NM state agencies and municipalities collaborated on tree clearing for KCEC crews to access damaged electric poles and wires. Local businesses and members provided food and supplies to KCEC staff and operations.

KCEC wants to thank everyone for their patience during this rare windstorm. Your generosity and support helped restore 98% of the power and internet services in KCEC's service territory. KCEC wants to thank all employees for their tremendous hard work and dedication. KCEC staff worked during the holidays, through the weekends, in extreme weather conditions and most of all, spent time away from their families. WE THANK YOU!

KCEC will evaluate, learn and design new ways of addressing future catastrophic events, internally and externally. There are many things that KCEC could've done better, but our goal is to enhance the quality of life for our members with the services we provide. KCEC will work with its members to be more transparent and adaptive to future interruptions of service.

The Enchanted Circle Community Organizations Active in Disaster (EC-COAD), which comprises of many nonprofits, municipalities, governments and key leaders, are offering assistance for those impacted by the windstorm. For more information, please email info@eccoad.org.

Sincerely, Luis A Reyes Jr., CEO



KEEPING THE HEAT ON!

For the Month of January, Kit Carson Propane is offering \$2.85 per gallon for Residential and Bottle Dock Customers.

PRICES ARE SUBJECT TO CHANGE AT ANY TIME WITH OR WITHOUT NOTICE!!!

Need Utility Assistance?

We are also offering paperless services through our online portal! Registration is quick and simple! Learn more at www.kitcarson.com

Please call the office at 20% to avoid running out of fuel. We only fill to 80% of the tank capacity. Please keep driveways, and area under tanks clear and free from debris.

Entering the colder season please allow our drivers 7 – 10 business days to ensure the safety of you as our customers and our hard-working drivers.

EMERGENCY FEE FOR OUT OF GAS CALLS ARE \$125 LOCAL AND \$150 OUT OF TAOS COUNTY

\$2.09 PER GALLON FOR NEW CUSTOMERS

TANK SETS & GAS CHECKS ARE FREE OF CHARGE WITHOUT NECESSARY UPGRADES



Happy New Year! We hope that you were able to enjoy a safe and relaxing holiday season with your loved ones.

We would like to take this opportunity to send a sincere “Thank you.”

2021 has been a year filled with incredible growth and evolution. We have never been so excited and proud of our team as we gear up for 2022. We will continue to push forward with new ideas, improvements, and a dedication to providing the best customer experience possible. As we look to 2022, KCI will continue its focus on bringing you the best service possible. To that end, we are committed to serving you, our customer. It’s technology that continues to make our lives easier, and it is our job and core business to help improve our service to our most loyal customers.

On behalf of everyone at Kit Carson Internet, we thank you for your engagement, support, and business. We wish you a New Year filled with happiness and good fortune. See you in 2022!

Sincerely, Kit Carson Internet Staff

Outage Information



KCEC has a new outage information text-messaging alert system. To enroll, please text “kcec” to 85700. Members can also call our offices at 575-758-2258 to update their information on their account. If you have medical devices that need electricity, please contact KCEC. Thank you

Please Enroll Now!

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
January 26, 2022 at 9:00 am



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: 1-800-947-4722

* This institution is an equal opportunity provider and employer