

# STAYING CONNECTED

FEBRUARY 2024

100% Daytime Solar  
visit us at [www.kitcarson.com](http://www.kitcarson.com)



**KCEC has saved members \$17,700,000 since August 2022**

“Owned by those we serve.”

## CEO'S Message

### KCEC Tackles Cybersecurity For Its Members

Cybersecurity is a crucial focus for our members, businesses, and anchor institutions throughout our communities. KCEC is working on high-priority security measures and creating a benchmark for implementing cybersecurity fundamentals for its members.

KCEC's cybersecurity team continues to monitor and protect the safety and security of KCEC infrastructure and the distribution of electric and internet services proactively. KCEC monitors and implements safety protocols to help fight against cybersecurity threats to:

- KCEC's Electrical Grid Devices - Advanced Metering Infrastructure (AMI), protective electrical and switching equipment, solar, battery storage and substation facilities.
- KCEC's Internal Network - Cloud-based services, billing and personal privacy data.
- KCEC's External Network - KCI's infrastructure, including servers, operations, and Internet Service Provider (ISP) network.

KCEC's internal and external operations are evolving into an advanced network with cloud-based services, artificial intelligence, and new generational technology. KCEC is creating a cybersecurity culture to advance our electric and internet grid.

KCEC routinely monitors and manages cyber risks. Cooperation among cooperatives is a key part of that cyber risk management process. KCEC works together to share cybersecurity information with industry and federal government partners. KCEC's cybersecurity team works with its nation's best national security labs, companies, and partners to protect our members against cybersecurity threats.

KCEC has a responsibility for managing grid operations and the digital infrastructure of electric utilities, including cooperative, public power, tribal, and investor-owned utilities. KCEC is 100% dedicated to its cybersecurity initiatives that protects our communities.

Sincerely, Luis A. Reyes Jr., CEO

## KCEC Scholarships Now Available!

KCEC scholarship applications are now available to qualified students who attend either a public or private school and whose parents are members of Kit Carson Electric Cooperative, Inc., or receive service from Kit Carson Internet or Kit Carson Propane and reside within the service area of the Cooperative. A “public or private school” includes a public, charter, Christian or parochial school or a student who has completed a home-school program.

Scholarships are to be granted to students that attend a recognized and accredited institution of higher education to include Trade and Vocational Schools, for example, Legal Assistant, Licensed Practical Nurse, Welder, Solar Installer, Carpenter, Pilot, Mason, Marine technician, Electrician,

Commercial Driver, Automotive Mechanic, Plumber. You may access applications at [kitcarson.com](http://kitcarson.com) or contact Brianna Trujillo, at [btrujillo@kitcarson.com](mailto:btrujillo@kitcarson.com)

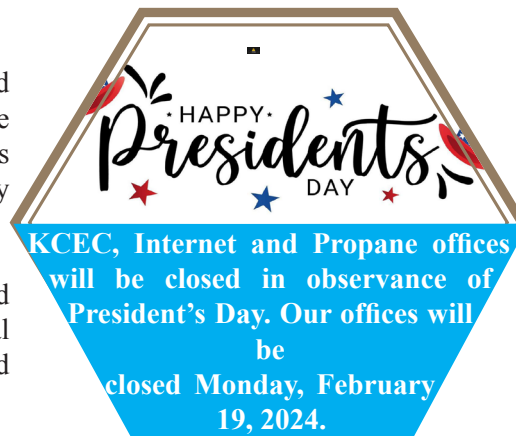
## FAST, SECURE & CONVENIENT KIT CARSON ELECTRIC MOBILE APP

The Kit Carson Electric Cooperative Mobile App is designed to give you fast, secure account access so you can easily manage your account details, view your bill, account balance, and make payments.

Nearly everything you can do from our web portal can now be handled instantly whether you're at home, at work, or on the go.

Download it now! If you have any questions, please contact our offices.

DOWNLOAD THE APP:





Stay warm with Kit Carson Propane. Check your tank and place your delivery when the gauge is at 40%. This will allow the delivery driver enough time to complete the delivery. Calling prior to a run out will also save you the \$50 run out fee or after-hours service charge.

If you need assistance, we have a Neighbors helping Neighbors program and several payment plans. We understand things happen. Call us today to discuss your options.

Did you know when propane appliances operate properly, propane burns with a blue flame. If you see yellow flames or notice significant amounts of soot on any equipment the gas may not be burning completely. This can create carbon monoxide. Please call the office if you notice a yellow flame. KCP continues to be active in the community.

Make sure carbon monoxide (CO) detectors are installed in your home, following the manufacturer's recommendations for placement and maintenance. Test your CO detectors every year and replace batteries at the beginning of each heating season.

You should regularly check the outdoor vents of your appliances to make sure combustion gases flow unobstructed to the outdoors. Insects, birds, and small animals have been known to build nests in vent pipes. To prevent any damage, use a broom or a soft brush to gently remove any obstructions you find in your vents. Kit Carson Propane cares about your safety. If you have any concerns, please do not hesitate to contact our office. We are happy to help!



**Member Residential \$2.75 per gallon**  
**Bottle Dock \$2.60 per gallon**

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

### Board of Trustees

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Next Board of Trustee monthly board meeting will be held February 27, 2024, at 9:00 am.

### Kit Carson Internet

#### Affordable Connectivity Program Update

The Affordable Connectivity Program will stop accepting new applications and enrollments on February 7, 2024. Consumers must be approved and enrolled with a service provider 11:59 p.m. ET on February 7 to receive the ACP benefit. Barring Congressional action to fund ACP, funding for America's largest broadband affordability program is expected to last through April 2024.

KCI is working to create a package that will help assist those that were on ACP and will struggle with the ACP credit going away. KCI will take the necessary steps as we receive any information on this program. Please keep an eye out for all emails and notifications coming from KCI concerning this program and the updates.

Customers can contact our offices for more information. Please visit [kitcarson.com](http://kitcarson.com) for current updates and notifications.



#### 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 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