

STAYING CONNECTED

January 2024

100% Daytime Solar
visit us at www.kitcarson.com



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

"Owned by those we serve."



CEO'S Message

**Working Hard Throughout 2023 Providing Successful Results For Its Members.
Looking Forward To 2024**

KCEC continues its work for our communities in 2024. KCEC has accomplished and participated in events and initiatives for our members throughout the year. KCEC is excited about the future and ensuring the best quality of life for our businesses, residential members, and their families.

KCEC highlights include:

- Safety! Safety! Safety! KCEC has an extensive safety program for our members and employees. To ensure reliable and safe service, KCEC top priorities include fire mitigation, active tree trimming and all-year maintenance.
- KCEC has saved members \$17,700,000 off their electric bills since August 2022. Inflation and rising prices continue to increase; members can expect their electric bills to remain stable while KCEC provides safe, reliable, affordable services.
- KCEC has 144 employees who live and raise their families throughout the KCEC service territories. KCEC continues to train and advance our local workforce, giving them liveable wages and opportunities to thrive in their hometowns. 98% of KCEC employees are local!
- KCEC is 100% daytime solar! KCEC is progressing forward, working with local municipalities, governments, and tribes to increase the region's solar, battery, and green hydrogen generating resources.
- KCEC is working towards 100% renewable. Long- duration energy storage is paramount for utilities to provide 24/365 renewable electric services. KCEC is working and exploring green hydrogen to meet our members' demands when the sun isn't shining. This initiative will increase our communities' reliability and resilience to be prepared for emergencies.
- KCEC has donated over \$100,000 this year in student scholarships, community projects, and sponsorships to address the needs of our members. KCEC is an anchor in every community it serves and understands the importance of its members.
- KCEC continues to perform infrastructure upgrades throughout the service territory in preparation for the influx of electrical needs. KCEC invests in operation resources, including system upgrades to existing poles, metering and substations.
- KCEC has 42 electric vehicle charging points and eight more level 3 fast chargers to be installed in the upcoming month. As more companies and members transition to electric vehicles, KCEC prepares for the mass influx of electric vehicles to the grid.
- Cybersecurity attacks are plaguing the country and the nation's top companies and institutions. KCEC implements a robust cybersecurity measure to protect our internal and external networks and protect their privacy. KCEC is actively engaged with emerging technology to mitigate cybersecurity attacks.

KCEC wants to thank its members for participating in their local cooperative. KCEC employees work year-round to provide and ensure our members have the best quality of life and resources available. As we progress towards the new year and exciting endeavors, KCEC wants to extend its gratitude toward the communities it serves.

Sincerely, Luis A. Reyes Jr., CEO



Happy New Year,

As we reflect on 2023, Kit Carson Propane would like to thank our customers and employees for a successful year. KCP has continued to deliver affordable propane to the surrounding areas and meet our customers' demands. We have emergency after-hours service, a "keep-full" program, an in-house payment assistance program, and customized payment plans to meet the individual needs of our customers.

We hosted our Community Appreciation event in Taos, Questa, Penasco, and Ojo Caliente in June. We filled cylinders at a discounted rate and provided the community with hamburgers and drinks. In July and August, we ran a sale for our residential customers.

KCP continues to be active in the community. We participated in community events like Touch a Truck and Trunk or Treat and sponsored the Taos Balloon Fiesta, Taos Rodeo, and Taos Hunting events. We donated propane to The Paseo Project and Questa Tree Lighting and donated to several groups within the community.

KCP continues to grow and provide safe and friendly service. We are happy you have chosen us to be your local provider. We will continue to provide competitive prices and excellent customer service. We wish you a happy and healthy 2024.

KCEC Outage & Notification System. Be Informed!

KCEC has an outage information text messaging alert system. KCEC's text message system notifies members regarding critical information on power outages and notifications.



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



Board of Trustees

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Cristobal Duran	Vice President	Rodarte	District 4
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Russ Coyle	Trustee	Angel Fire	District 5
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Next Board of Trustee monthly board meeting will be held January 30, 2024, at 9:00 am.

Kit Carson Internet

Happy New Year! A Special Thanks To Our Customers and Employees

Kit Carson Internet (KCI) would like to thank our customers for their support. KCI would also like to thank employees for making 2023 another successful year.

KCI continues to grow exponentially. KCI has reached 14,000 customers that utilize our internet and phone services. KCI is working diligently to connect customers, and we value your patience. As we move forward into 2024, KCI is improving its engagement with new and existing customers to provide a more efficient experience.

KCI continues to upgrade and expand its internal and external network for seamless and reliable services. In 2023, KCI was awarded a \$23.6 million grant that will allow KCI to connect customers requiring access to broadband services. This grant will help expand our reach to other parts of Northern New Mexico's rural communities. As this project gets underway, we will continue to elaborate on the project and milestones completed. KCI performed significant internal and external upgrades on hardware, software and physical plant in preparation for the demand of services.

KCI's goal is to provide 24/7/365 operations to address outages, issues, and troubleshooting. Happy New Year!



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