



118 Cruz Alta Rd, Taos NM 87571
(575) 758-2258 1(800) 688-6780
Fax: (575) 758-4890 or (575) 758-4611
www.kitcarson.com

Member Code of Conduct Policy

The safety of our employees is the top priority for Kit Carson Electric, Kit Carson Propane, and Kit Carson Internet. We prioritize fostering a respectful and positive environment for both our members and employees. Our success relies on maintaining a culture of mutual respect, professionalism, and dignity in all interactions. This policy outlines the expected behavior of customers toward our team members, ensuring a harmonious and productive relationship.

Expectations of Member Behavior

1. **Respect and Courtesy:** Members are expected to treat all employees with respect and courtesy at all times. This includes refraining from using abusive, offensive, or discriminatory language and behavior.
2. **Professional Communication:** Members are encouraged to communicate any concerns, feedback, or complaints in a constructive and professional manner. Disagreements or dissatisfaction should be expressed in a calm and respectful manner.
3. **Non-Discrimination:** Discrimination based on race, ethnicity, gender, age, religion, sexual orientation, disability, or any other characteristic will not be tolerated. All customers must treat our employees fairly and without prejudice.
4. **Compliance with Policies:** Members are required to comply with all company policies, guidelines, and procedures when interacting with employees. This includes adherence to the terms of service, refund policies, and any other contractual obligations.
5. **Physical and Verbal Conduct:** Any form of physical or verbal harassment, threats, intimidation, or coercion towards our employees is strictly prohibited.
6. **Resolving Disputes:** In the event of a disagreement or dispute, members are encouraged to engage in constructive dialogue and seek resolution through appropriate channels provided by the company. Aggressive behavior or threats will not be tolerated.

Our Employees have the right to end any interaction where they feel disrespected, threatened, or unsafe. If a member is unable or unwilling to follow these policies, Kit Carson Electric, Kit Carson Propane, and Kit Carson Internet may take formal action depending on the severity and frequency of the offenses. Non-adherence to policy may result in limited services available to the member, and the member may be required to conduct business with the Cooperative via email to request changes and updates, or by mailing your payment, paying your bill online by credit card or e-check, drafting by credit card or check, using local banks, or the automated telephone system (575) 758-8132. If the action is serious, KCEC will proceed with filing legal action to safeguard employees and the public.

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Corporate Attorney

Luis A. Reyes, Jr
Chief Executive Officer