



# STAYING CONNECTED

"Owned by Those We Serve"

February 2015  
Volume VI Issue II

## CEO'S MESSAGE



### CUSTOMER SERVICE PORTAL

In an effort for our members to be able to transact business with KCEC more effectively and conveniently, we have an improved member portal. Please take a look at the new and improved way to manage your account.

You are now able to request alerts & reminders which will be sent to you via text message or email. Receive an alert when your due date is coming up, or if your payment is past due.

Members can enter and update their own information with this Customer Service Portal. KCEC customer service representatives will be validating the information entered into the portal. This process will then reduce the risk of potential data entry errors.

Online payments are now easier and faster and more convenient. Members now have the option to create a payment profile. This profile will allow you to set up a credit card or an e-check profile. These options will reduce the time it takes to make a payment. You will also have the great convenience of viewing your billing history along with you payment history. One other great feature that is now available to our members is the e-billing option (go paperless option). Say goodbye to clutter with paperless billing. When you sign up for paperless billing KCEC will email you your bill to your primary email address along with a PDF file to print if necessary. With all these new features, we have empowered our KCEC members.

Sincerely,  
Luis A. Reyes Jr., CEO

## ENERGY EFFICIENT PRODUCTS

### \$ INSTANT REBATES

Our rebates are not mail-in rebates; they are applied at the time of purchase. No additional paperwork, just come in and enjoy the benefits of being a member of KCEC.

The available rebates are as follows:

#### WATER HEATERS –

- ✓ 30 – 40 gallon = **\$70 Instant Rebate**
- ✓ 50 – 80 gallon = **\$80 Instant Rebate**

*\*Instant rebates are applied to invoice, at time of purchase.*

#### LED LIGHTING –

- ✓ 50% of lamp or fixture cost
- ✓ Capped at \$10/lamp
- ✓ Maximum of 50 lamps per account per year
- ✓ Minimum of 300 lumens
- ✓ Medium Base, GU24 base or fixtures with built in LEDs that meet the above criteria qualify.

*\*KCEC will have the basic LED bulbs for sale at the office beginning March 2015. If a member chooses to purchase LED bulbs elsewhere, we can apply for the rebate for you with the store receipt. Just drop by the office and ask for Deborah Madrid, she will be happy to assist you.*

#### ELECTRICAL THERMAL STORAGE UNITS-

- ✓ \$35/kW for ETS units controlled by timers or master control systems

*\*Instant rebates are applied to invoice, at time of purchase.*

## KIT CARSON ELECTRIC ENERGY EFFICIENT PRODUCTS

As a Kit Carson Electric Cooperative member, there are rebates available in 2015 on our energy efficient products. Your Cooperative has products available in our office; energy efficient light bulbs (CFL), electric heaters, water heaters and also Electrical Thermal Storage Units. Check out our prices before heading to the next town, since our prices are competitive. View product specification sheets and pricing on our website, [www.kitcarson.com](http://www.kitcarson.com).



#### CFL BULBS

- 13/60W -- \$2.00
- 18/75W -- \$2.00
- 23/100W -- \$3.00
- 7/40 Candelabra -- \$4.00
- 7/40 Candle Base -- \$4.50
- 15/60W Globe -- \$4.50
- 11/40W Globe -- \$4.50
- 15/65W Flood -- \$5.00
- 23/90W Flood -- \$5.00
- 23/120W Flood -- \$5.00

#### LED BULBS

**\*Coming Soon**



#### ELECTRIC WATER HEATERS

- 30 GALLON -- \$245.91 (w/\$70 Rebate + tax)
- 40 GALLON -- \$253.48 (w/\$70 Rebate + tax)
- 50 GALLON -- \$261.87 (w/\$80 Rebate + tax)
- 65 GALLON -- \$350.59 (w/\$80 Rebate + tax)
- 80 GALLON -- \$443.63 (w/ \$80 Rebate + tax)
- 4 GALLON POINT OF USE -- \$264.03 w/ tax
- PowerStream Tankless 6.0 -- \$169.80 w/ tax
- PowerStream Tankless 9.0 --



- 500W APERO -- \$172.80
- 1250W APERO -- \$218.03
- 750W CALYPSO -- \$353.70
- On Sale for - \$267.00**
- 1500W JAZZ -- \$534.00



#### ELECTRICAL THERMAL STORAGE (ETS) HEATERS

Prices start from \$995.00  
SAFE, CLEAN, COMFORTABLE HEAT  
NO SMOKE, NO FUMES, NO MESS  
EASY TO OPERATE  
100% EFFICIENT  
UNIQUE FEATURES: BRICK CORE & AIR DISCHARGE

*\*prices are subject to change*

## FIBER OPTIC SERVICE AREA MAPS

Fiber Optic High Speed Internet services will be available to all Kit Carson members. Although the deadline has passed we will continue to accept applications for the fiber drop to the home. Our crews are making progress on a daily basis.

We are continuously working on keeping our members informed on our progress. Our latest informational tool is on our website, which allows you to view your area(s) map to see if services are ready. Due to our extensive service area we decided to list the areas by substation. If your area has a link to click on, that map is ready to view. The shaded red area indicates that services are available. If you are located in the shaded area you can call Kit Carson Technologies at 575-785-4838 to request service.

The Fiber Optic Update link on our website is also another way to stay connected and informed about the Fiber Optic project. Weekly updates are posted regarding the area crews are installing drops, which area(s) were recently connected and where crews are working.

## MEET YOUR KIT CARSON EMPLOYEES



*Thank You!*

### David Santistevan

KCEC members meet David Santistevan. David is the Engineering Department Manager. David has been with Kit Carson Electric Co-op for 38 years! The Engineering Department interacts with the other departments on construction designs, system maintenance, and cost issues pertinent to operation of the electrical systems.

Thank you for all of your hard work and dedication. We are proud to have you on our team. Please congratulate David on his loyalty to the Co-op.

### We appreciate you David!

## BOARD OF TRUSTEES

Bobby Ortega	President	Questa	District 2
Manuel Medina	Vice President	Taos	District 1
Chris Duran	Secretary	Penasco	District 4
Bruce Jassman	Treasurer	Angel Fire	District 5
David Torres	Trustee	Arroyo Seco	District 1
Peter Adang	Trustee	Ranchos De Taos	District 1
Luisa Mylet	Trustee	Pot Creek	District 1
Virgil Martinez	Trustee	Cerro	District 2
Arturo Rodarte	Trustee	Ojo Caliente	District 3
Ambrose Mascarenas	Trustee	Llano	District 4
Jerry Smith	Trustee	Ocate	District 5

## BOARD MEETINGS

The Board of Trustees meet the last Tuesday of the month at 9:00am in the cooperative boardroom.

## NEW AND EASY WAY TO REPORT AN OUTAGE

Kit Carson Electric Cooperative has another great new feature. Now members have the ability to report an outage or make a payment right at their fingertips!

Your mobile phone is now a tool that can help you report an outage! The sooner we are aware of an outage the sooner we are able to dispatch our crews to restore power. Simply open up our website on your mobile phone [www.kitcarson.com](http://www.kitcarson.com), scroll down to the option REPORT AN OUTAGE, fill out the form that asks a few questions about the outage, and click submit. It's that easy! At that point you have notified us, our crews will be dispatched to find the issue and we will do our best to resolve the outage as quickly and safely as possible.

1. Go to our website:  
[www.kitcarson.com](http://www.kitcarson.com)
2. Click on "Report an Outage"
3. Enter your information
4. And click SUBMIT!



Our website [www.kitcarson.com](http://www.kitcarson.com) is a great way to stay updated and informed on what your Co-op. is working hard on. Communicating with our members is a priority. Creating a strong collaboration of information that comes from both directions is what we call the KCEC Cooperative Way.

## CONTACTS

**MAIN OFFICE:** (575) 758-2258 / 1-800-688-6780

**CUSTOMER SERVICE:** (575) 751-9064 / 1-800-944-8159

**CUSTOMER SERVICE FAX #** (575) 758-4611

**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 (M-W-F 8:00am – 4:30pm)

**PENASCO OFFICE:** (575) 587-1900 (T-TH 9:00am – 3:00pm)

**KIT CARSON TELECOM** – (575) 758-4838

**KIT CARSON ENERGY** – (575) 758-7757

**NEW MEXICO PUBLIC REGULATORY COMMISSION (PERA Building):** 1-800-947-4722