

GETTING CONNECTED

Kit Carson Co-op Utility of the Year

“Owned by Those We Serve”

November 2013

Volume IV Issue XI

Kit
Carson
Electric
Cooperative

CEO's Message



Utility of the Year

On October 22, 2013 I had the great honor of accepting the 2013 Utility of the Year Award from the Solar Electric Power Association (SEPA). This prestigious award was given in recognition of our commitment to adding solar power to the mix of electricity we distribute. I was pleased to represent our co-op and its members at the ceremony at the Solar Power International Conference at Chicago's McCormick Place. The award was presented at the membership luncheon with about 200 SEPA members in attendance. The Solar Power International Conference had approximately 15,000 attendees, so our co-op had quite an audience.

While I accepted the award, it is really a testament to the commitment of the community, the KCEC Board of Trustees and our employees that made it possible. As a membership organization the direction we take is based on our member's priorities. Our members said they wanted to have more electricity from renewable resources, so we began exploring how to make it possible and still make that electricity affordable. Building solar arrays was the answer and in November 2009 our first array at UNM-Taos Klauer Campus was energized. We have continued to build ever since and in 2012 KCEC was ranked third in the nation in solar watts produced per consumer and fourth in overall solar watts produced.

KCEC is the first New Mexico electric company to utilize Community Solar. The Clean Energy Collective sells individual and multiple panels from the solar array at Taos Charter School to KCEC members. The electricity produced by the purchased panels is then credited to the member's bill. This allows members who can't install solar panels at the home or business to still take advantage of the power of the sun. For instance, if a member rents their home or business, lives in a loca-

tion that does not get full sunlight, has neighborhood restrictions or just doesn't want to bother with a home system, KCEC Community Solar is a great alternative. The panels are real property, so the energy can continue to be applied to the member's bill if he or she happens to move within the KCEC service territory. The panels are affordable and can be purchased on a low interest payment plan. KCEC Community Solar is our way of making renewable energy available and affordable to all KCEC members.

On a sunny day, every home and business from Questa north is powered by the sun. The solar array outside Amalia, which was energized in June 2012, produces 1.25MW AC power. The Chevron Mining concentrated solar array produces 1MW. The two arrays produce enough power to provide all the electric needs for every home, business, school, village government and medical facility in Questa, Cerro, Sunshine Valley, Costilla, Amalia and everywhere in between.

Our dilemma is we are limited to only 5% of our total power coming from renewable energy. This limit is part of our contract with Tri-State Generation and Transmission, our main power supplier. KCEC is at that limit, so while we want to continue to increase our solar power use, we are unable to under the existing contract which expires in 2040. We understand Tri-State's business position, since they don't make any money from solar power, but we believe the benefits to future generations' health and wellbeing far outweigh the short term financial benefits. We are working with them to increase this limit, as well as exploring legislative and regulatory remedies.

We urge our members to contact the Public Regulation Commission, state and national representatives and urge them to find ways to allow us to keep building for a clean energy future.

Sincerely,
Luis Reyes, CEO

KCEC Again Targeted by Fraudulent Calls

A scam that made its way to KCEC, and has been affecting nearby cooperatives ever since, has again surfaced in the KCEC service area. Scammers trick consumers into going to Smith's and make a payment by filling out the Green Dot Form or they ask customers for a payment with prepaid money cards, such as MoneyPak cards that can be bought at Smith's, Wal-Mart, Walgreens and any CVS/pharmacies.

The most recent known fraudulent account in the KCEC service area occurred the night of October 29th, in which the individuals were called more than once by a representative named Mark Lopez. He informed the KCEC member that if immediate payment was not received, their power would be disconnected in half an hour as a crew was in the area. Even persons that do not have an active electric account are being contacted.

The scammer in this instance used a 505 area code, how-

ever, according to other cooperatives scammers have used out of state area codes and other Texas area codes, particularly 512.

Kit Carson Electric encourages our members to not provide any account information. If you receive a call and it seems suspicious, do not make a payment; call Kit Carson Electric and ask about your account status.

Luis Reyes, Chief Executive Officer said, "If you receive a call from someone claiming to be a KCEC representative, gather as much information as possible from the caller. We are working with local law enforcement agencies and any information you can provide, may help us stop the fraudulent activities that are occurring across New Mexico and other co-ops throughout the U.S."

Please call KCEC, your local law enforcement agency, or Federal Trade Commission, if you are contacted by a fraudulent person or agency. KCEC representatives are available at 575-758-2258 or 800-688-6780 between 8 a.m. and 4:30 p.m. Monday through Friday.

Winter Moratorium

Reminder: The 2014 Winter Moratorium Protection begins November 15, 2013 through March 15, 2014. Certain low-income residential utility customers are protected from discontinued or disconnected utility service when they cannot pay their utility bill during the heating season.

In order to qualify for the Winter Moratorium Protection 2014, all past due charges must be brought current before November 15, 2013. If you have past due charges on your utility bill on November 15, 2013, **you will lose your protection.** You can be protected again after you pay the past due charges in full. When past due charges are paid in full, you must also provide us with the letter of protection you receive from The Human Services Department.

If you have any questions, please feel free to contact our office at 1-800-688-6780 or 575-758-2258 and a representative will be able to assist you.

Board of Trustees

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Board Meeting

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

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 Outages/Service Interruptions: (575) 758-6100

Emergency Line-locates: NM One Call 1-800-321-2537

Questa Satellite Office: (575) 586-2113-Call for office hours

Peñasco Satellite Office: (575) 587-1900-Call for office hours

New Mexico Public Regulatory Commission (PERA Building):
1-800-947-4722

Learn more about Kit Carson Electric on the Internet at:

www.kitcarson.com