

GETTING CONNECTED



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CEO'S Message

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In February the billing equipment at the KCEC main office failed due to a computer virus. The technical support team was able to generate billing for parts of the KCEC service area but unfortunately KCEC was unable to get the billing out for the entire service area. The strongest area affected was the Cycle two area where 400 of the 5,000 bills processed were not sent out. When KCEC became aware of the problem, the

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Sincerely,

Luis Reyes, CEO

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Telecom

Kit Carson Telecom strives to provide state of the art telecommunications services. Sometimes simply communicating can enhance the experience. One of the issues that arises occasionally is when a customer believes they are not getting the speed they are paying for. For example you have subscribed to our 1Mbs speed. A quick check with your favorite speed test site indicates that your only getting 720Mbs. The first thing to keep in mind is that we sell our speed ratings based on the connection between our customer and us. The site that you are testing with is located somewhere on the Internet and is susceptible to all of the problems that can be encountered in getting there from our connection to the Internet. So the speed test is valuable if you understand that it is not an accurate measurement of what is being provided by KCT.

The next point to keep in mind is that we sell Residential service on a 'best effort' basis. To better understand this imagine a 4 inch pipe with 30 1 inch connections. If all the connections were opened at the same time there would now be enough water to supply everyone at the same time.

The Internet operates in the same manner called a 'shared pipe'. If more bandwidth is required that is available in the big pipe then everyone on that feed slows down. On the other hand the Internet operates fairly quickly so a once a user had downloaded all the content on a web page they may spend several minutes reading that content. Their computer is not pulling data while they are reading to they are not adding to the load on the network. Managed properly users will get their share of bandwidth most all of the time.

Billing & Metering

In light of the obstacles we have encountered at Kit Carson Electric over the last few months, we have revisited our processes and revised procedures in all areas to become more efficient in day to day activity within our Meter and Billing Departments. This is to ensure that there is not a recurrence of the issues that occurred with consumer billing over the last few months.

As we have endeavored to correct the issues, we have instituted weekly meetings to ensure communication between Departments is open and consistent. In doing so we have determined that the billing edits must be reviewed more thoroughly and action taken on potential problems before they arise. The Meter Department is committed to the completion of all re-reads generated by the review of the edits.

During this review, we continue to identify and weed out issues with meter reading communications and or field collected readings. As we become aware of any issues they are immediately addressed and corrected. Currently we are in the process of auditing all remaining contract meter reader routes to ensure all collected data is and continues to be accurate. To date, we have completed the entire Angel Fire/Black Lake area. The next phase in this project will be the northern area of our system which consists of parts of Questa and Amalia.

Engineering



Spring Has Sprung at KCEC

How do we know? We can tell, based on the large volume of cable locate requests received from New Mexico One Call (NMOC), the 'call before you dig' notification system. KCEC's customers are busy landscaping, installing gates and fences, or building a home. Before digging please call 800-321-2537.

Federal law requires anyone digging, for any reason, to have all utilities identify where their pipelines or underground cables are located. This is done to prevent injury to persons or damage to property. KCEC locators mark the underground electrical cable location with red paint, flags or rooster tails. Locators have two (2) working days to locate the electric cables. Each spot is good for ten (10) working days.

Because of the high volume locate request, the Engineering Department has two new employees, who will be working in the line locating group. There will be line locating in the Taos, Penasco, and Questa areas. Also line locating in Ojo Caliente, Red River, Taos Canyon and Angel Fire areas. We will be handling the record maintenance of the requests and dispatching of the line locators, also be supporting the Operations' Department.

Contacts:

Main Office: (575) 758-2258/ 1-800-688-6780

Customer Service: (575) 751-9064/ 1-800-944-8159

Customer Service Fax: 758-4611 **Administration Fax:** 758-4890 **Automated System:** 751-8132

Power Outages/Service Interruptions: (575) 758-2258

Emergency Line-locates: 1-800-688-6780 ext. 173

Questa Satellite Office: (575) 586-2113

Peñasco Satellite Office: (575) 587-1900

Ojo Caliente Satellite Office: (575) 583-2072

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

Learn more about Kit Carson Electric on the Internet at:

www.kitcarson.com

Board of Trustees

Monthly Board Meeting - Last Tuesday - 9:00 a.m.

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