

Phone Scammers at it Again

Līhu'e, Kaua'i, HI – 11/28/2017 – Kaua'i Island Utility Cooperative (KIUC) received multiple calls from commercial members reporting they had received a call from a KIUC representative that their account needed to be paid immediately or they would be cut off.

Similar incidents were reported in October, April and January. KIUC does not initiate calls to customers about late bills.

Never provide personal, confidential or financial information to anyone when responding to unsolicited phone calls or emails. If you're not sure if the call is legitimate, get the caller's name, phone number and company name and tell them you'll call them back after verifying their information. Report it to the police.

KIUC offers SmartHub to our customers. SmartHub provides online account information and members can sign up at <https://kiuc.smarthub.coop> to access KIUC's self-service site.

If you have questions about the status of your electric bill or for more information on SmartHub, please call KIUC at 246.4300.

###