



FOR IMMEDIATE RELEASE

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Suspension of Customer Disconnects for Non-Payment to Continue

Līhu'e, Kaua'i, HI – 12/23/2020 – In light of continued economic hardship for some members caused by the coronavirus pandemic, the Hawai'i Public Utilities Commission has ordered the continued suspension of service disconnections for Kaua'i Island Utility Cooperative members through March 31, 2021.

The suspension of service disconnection applies to both residential and commercial customers. KIUC members are reminded that bill payments have not been waived, and past-due amounts will grow over time if no payments are made. In issuing its latest order, the PUC has required KIUC to develop payment plans for all customers with past due balances greater than 60 days.

“We urge our members who are past-due or are having difficulties paying their bill to reach out to our Member Services representatives well before March to setup a payment plan,” said Member Services Manager, Maile Alfiler. “It’s important to have the cooperation of our members to help ease the burden of paying utility bills once the disconnection suspension is lifted.”

Members with concerns about the status of their account are encouraged to call the Member Services department at 246.4300 during regular business hours: Monday through Friday, 8:00 a.m. to 4:00 p.m., or by email at info@kiuc.coop. There are energy assistance programs available for qualified members. More information on these programs can be found on KIUC’s website: <https://website.kiuc.coop/member-services>.

Additionally, information on support for pandemic-related hardships can be found on the County of Kaua'i website: <https://www.kauai.gov/covid-19>.

KIUC encourages members to utilize the SmartHub service to track daily energy use. Energy conservation and efficiency advice is also shared regularly via KIUC’s Facebook page: <https://www.facebook.com/KauaiCoop/>. You may contact our Energy Services division at 246.4300 to learn how to better manage your energy use.

As a reminder, KIUC remains closed to walk-in service, however there are numerous ways to pay your bill. Options include either paying by debit or credit card, or signing up for SmartHub to pay via a savings or checking account. A self-service kiosk is located outside KIUC’s Līhu'e office that is open 24/7 and accepts payment via cash or checking account. A drop box is also available outside the Līhu'e office for check payments.

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