



FOR IMMEDIATE RELEASE

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Contact: Shelley Paik

808.246.4378

spaik@kiuc.coop

Watch Out for Phone Scammers

Līhu'e, Kaua'i, HI – 07/02/2021 – Kaua'i Island Utility Cooperative (KIUC) received multiple calls from members reporting that someone claiming to be from the electric utility called them and insisted on having them provide their payment information over the phone and if they did not pay their bill within 30 minutes, their power would be cut off.

Similar incidents were reported in July 2020. KIUC does not initiate calls to customers about billing matters.

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 808.246.4300.

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