



FOR IMMEDIATE RELEASE

10/06/17

Contact:

Beth Tokioka

808.246.4348

btokioka@kiuc.coop

Phone Scam Targeting KIUC Customers

Līhu'e, Kaua'i, HI – 10/06/17 – Kaua'i Island Utility Cooperative (KIUC) received calls today from members saying they were telephoned by a man identifying himself as a representative from KIUC who demanded payment immediately.

KIUC wants our members to know we do not initiate calls to customers about late bills. Similar incidents were reported to KIUC in January and April.

Never provide personal, confidential or financial information to anyone when responding to unsolicited phone calls or e-mails. If you're not sure 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.

###