



FOR IMMEDIATE RELEASE

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KIUC Temporarily Suspends Customer Disconnects

Līhu'e, Kaua'i, HI – 03/17/2020 – In response to anticipated economic hardship for its members from the coronavirus pandemic, Kaua'i Island Utility Cooperative has suspended service disconnections for a 30-day period.

“It seems inevitable that some members will face financial challenges due to COVID-19,” said KIUC’s President and Chief Executive Officer, David Bissell. “We don’t want to add to that anxiety with potential loss of electric service.”

The suspension of service disconnection will apply to both residential and commercial customers until April 17. Bissell noted that the situation will be reevaluated at that time to determine if an extension is warranted.

KIUC members are advised that bill payments have not been waived, and past-due amounts will grow over time if no payments are made. Please note that regular billing will continue for all customers.

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. Members may also wish to explore energy assistance programs offered on Kaua'i. For more information, visit KIUC’s website: <https://website.kiuc.coop/member-services>.

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