

KIUC Extends Suspension of Customer Disconnects

Līhu'e, Kaua'i, HI – 04/08/2020 – In response to anticipated economic hardship for its members from the coronavirus pandemic, Kaua'i Island Utility Cooperative has extended its suspension of service disconnections through May 15.

“We know that some members are facing severe financial challenges,” said KIUC’s President and Chief Executive Officer, David Bissell. “We are working individually with customers who have concerns and will continue to reevaluate the situation as we move forward.”

The suspension of service disconnection will apply to both residential and commercial customers through May 15. KIUC members are reminded that bill payments have not been waived, and past-due amounts will grow over time if no payments are made.

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>.

KIUC also 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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