

Watch Out for Phone Scammers

Līhu'e, Kaua'i, HI – 07/15/2020 – Kaua'i Island Utility Cooperative (KIUC) was contacted by a member reporting he received a call from someone claiming to be from Utility Express Payment advising them to go to Safeway to pay the electric bill or the power would be cut off.

Similar incidents were reported earlier this year, instructing the member to purchase prepaid cards or their power would be cut off. 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 246.4300 or visit our website at www.kiuc.coop.

###