

## Managing Your Account With SmartHub

*Līhu'e, Kaua'i, HI – 08/18/2020* – SmartHub is Kaua'i Island Utility Cooperative's (KIUC) free online account management tool that can be easily accessed via mobile app or on the web.

“We currently have 10,865 members signed up for SmartHub and there's been a surge in enrollment since COVID-19 impacted our community,” said Maile Alfiler, KIUC's Member Services Manager. “It's especially helpful now while our offices are closed to walk-in customers.”

SmartHub includes numerous features, including:

- paying your bill and managing how you pay including recurring payments
- ability to sign up for paperless billing
- viewing your billing and payment history online
- reporting service issues
- receiving notifications when payments are made on your account
- setting up a payment extension
- viewing energy usage trends
- transferring or disconnecting service
- updating and managing contact information
- accessing KIUC updates from social media posts
- signing up for text or email notifications like outage alerts, payment reminders and bill availability
- signing up for Makana program.

A smart meter is required for some features.

A new benefit is the ability to add a photo and location when you report an outage on the SmartHub mobile app. Once you click submit, it'll automatically be reported to KIUC. “Photos can help us accelerate the process of addressing an outage,” said Alfiler. “With a photo, our troubleshooter can be better prepared to address the problem even before they arrive.”

Registering for online access is easy, go to [www.kiuc.coop](http://www.kiuc.coop) to enroll in SmartHub. You can take SmartHub with you by downloading the app on your mobile device through the Apple App Store for iOS devices or Google Play Marketplace for Android devices.

(more)

KIUC also offers SmartHub education to our members. 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](http://www.kiuc.coop).

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Example of a photo that could be submitted via SmartHub with location information.