

Suspension of Customer Disconnects for Non-Payment to Continue

Līhu'e, Kaua'i, HI – 03/11/2021 – In light of continued economic hardship for some members caused by the coronavirus pandemic, the Hawai'i Public Utilities Commission has ordered the continued suspension of service disconnections for Kaua'i Island Utility Cooperative members.

The suspension of service disconnection will apply to both residential and commercial customers through May 31, 2021. KIUC members are reminded that bill payments have not been waived, and past-due amounts will grow over time if no payments are made. In its latest order, the PUC has indicated that, as of June 1, 2021, the suspension will be lifted and all members with past due balances of 60 days or more must pay their outstanding balance or be on a payment plan.

Members with a past due balance 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, to set up a payment plan.

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>. Additionally, information on support for pandemic-related hardships can be found on the County of Kaua'i website: <https://www.kauai.gov/covid-19>.

KIUC 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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Payments can be made at the self-service kiosk
outside KIUC's Līhu'e office