

KIUC Announces Temporary Customer Service Changes

Līhu'e, Kaua'i, HI – 03/12/2020 – Kaua'i Island Utility Cooperative continues to monitor developments related to COVID-19. In order to best insure the health and safety of employees, members and the community at large, the cooperative is implementing temporary customer service changes. As of Monday, March 16, walk-in service at KIUC's Līhu'e office will be temporarily discontinued. KIUC will be available to assist members with inquiries and payments via phone, mail, internet and email.

“We appreciate the understanding of our members as we prioritize safety along with providing reliable service,” said KIUC's President and Chief Executive Officer, David Bissell.

KIUC offers multiple ways for members to pay their bills without having to come to the counter. On-line payments may be made at www.kiuc.coop. 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.

Members who have questions may call 246.4300 from 8:00 a.m. to 4:00 p.m. Additionally, members may reach KIUC via email at: info@kiuc.coop.

Current outage information can be accessed on the outage map on KIUC's website, www.kiuc.coop, or on the cooperative's Facebook page. Outages may be reported via SmartHub or by calling 246.4300.

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