

## Alert: Unaffiliated Bill Payment Service Will Cost KIUC Members More

*Līhu'e, Kaua'i, HI – 12/28/2016* - Kaua'i Island Utility Cooperative (KIUC) customers who use Doxo, Inc. to pay their monthly bills will be subject to additional and unnecessary surcharges.

“KIUC is not in partnership with this company and has not authorized them to use our logo or materials,” stated KIUC’s Member Services Manager Maile Alfiler, who noted that using the Doxo, Inc. service results in an additional surcharge.

“KIUC members can pay their bills on-line without additional fees by using the cooperative’s SmartHub service,” said Alfiler. She added that with SmartHub you can:

- Receive a notification when your bill is generated
- View your bill online
- Receive notifications when payments are made on your account
- Manage payment methods and reoccurring payments
- View energy usage to identify high usage trends
- Have access to KIUC updates

To access the convenience and security of online bill pay, simply sign up for SmartHub at the KIUC website: [www.kiuc.coop](http://www.kiuc.coop). Click on the ‘Pay Now’ link from the “Member Services>Payment Options” page. You may also use the direct link: <https://kiuc.smarthub.coop> to get to the SmartHub login screen.

If you have questions about your bill or payment options, please contact us at 246.4300.

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