



FOR IMMEDIATE RELEASE

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### Phone Scam Targeting KIUC Customers

*Līhu'e, Kaua'i, HI - 04/13/17* – Kaua'i Island Utility Cooperative (KIUC) received calls from members saying they were telephoned by a man identifying himself as James Pierce, who demanded payment immediately.

In both cases, the member called KIUC to report the incident. Similar calls were reported in January this year.

KIUC wants our members to know we do not initiate calls to customers about late bills.

Never provide personal, confidential or financial information to anyone when responding to unsolicited phone calls or e-mails. 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 ever have questions about the status of your electric bill or to sign up for SmartHub, please call KIUC at 246.4300.

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