

To: President and Members of the Munster Town Council

From: Wendy Mis, Clerk-Treasurer

Date: April 15, 2024

Re: Annual Red Flag Report

The Federal Trade Commission requires utility companies to adopt an identity theft prevention program or red flag policy. In April 2009, the Council came into compliance by adopting Ordinances 1424 and 1514. The policy requires an annual report on the program. Copies of the ordinances are attached.

Most of the practices in the policy were in place prior to adoption of Ordinance 1424. The following table shows the number of events since implementation. Each time there was an incident, Staff denied starting billing until proper identification was provided.

Year	Numer of Incidents	Year	Number of Incidents
2009	fewer than five	2017	4
2010	-0-	2018	1
2011	-0-	2019	1
2012	1	2020	-0-
2013	-0-	2021	-0-
2014	1	2022	-0-
2015	1	2023	1
2016	1		

Since the last report, there has been one red flag incident. A property owner requested two more individuals have their name added to the water utility account. When asked why they could not give a logical answer. We believe they may have requested to try to prove residency for the school system. One of the individuals was able to prove their attachment to the property, and Staff allowed that name to be added to the account. The other individual was not allowed to add their name.

As a result of this incident, a procedure has been put into requiring the primary account holder be with them at the time of sign up as well as proof attaching that person to the property.

Recommendation:

As part of the Consent Agenda, accept and place on file the annual report on the red flag policy.