

To: President and Members of the Munster Town Council

From: Wendy Mis, Clerk-Treasurer *Wmis*

Copy to: Dustin Anderson, Town Manager

Date: March 2, 2020

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	2015	1
2010	-0-	2016	1
2011	-0-	2017	4
2012	1	2018	1
2013	-0-	2019	1

Since the last report, there has been one red flag incident where a landlord was starting service. The individual lived across the country and had just purchased a rental property. In this instance, we allowed the sign up to occur over the phone with identification and signatures being acquired electronically. In addition, we were able to get information from the tenant to help confirm the landlord's identity.

We continue to receive customer requests to sign up over the phone. In all instances except the one described above, Staff refused and required the customer to come into the office.

Recommendation:

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