

To: President and Members of the Munster Town Council
From: Wendy Mis, Clerk-Treasurer
Date: March 15, 2021
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
2014	1	2020	0

With the onset of Covid, we changed how water sign-ups work. Customers completed the process via email and the post office. Customers had the option to email a picture of their identification documents or mailing in a photocopy. We continued to require identification but were unable to compare the documents to the individual.

To date, there have been no issues with this process. Once Town Hall reopened to the public, we asked people to come into the office while allowing the mail-in option.

Recommendation:

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