

Step by Step: TILITES FRAUD



Utility fraud comes in several forms. The most common involves the opening of a fraudulent account — for cable, electricity, water or gas — in a consumer's name without his or her knowledge. Report fraudulent accounts to the service provider as soon as you discover them.

HOW TO DEAL WITH AFFECTED STUDENT LOANS	
STEP BY STEP:	NOTES:
Contact the utility or service provider.	Close the account that the identity thief opened.Ask the provider for a letter confirming the account has been closed.
Depending on the type of utility, you will complain to different agencies if problems arise with the utility company. Look below for the different agencies you can contact for assistance with various types of utility accounts.	
Contact the SC Office of Regulatory Staff (ORS) for water/wastewater, electric, telephone (landline) and natural gas company problems.	1 (800) 922-1531 <u>www.regulatorystaff.sc.gov</u> SC Office of Regulatory Staff 1401 Main Street, Ste. 900 Columbia, SC 29201
☐ Contact the US Department	1 (888) 225-5322 1 (888) 835-5322 (TTY) www.fcc.gov/cgb FCC Consumer & Governmental Affairs Bureau 445 12th Street, SW Washington, DC 20554
Contact the county in which the account was opened for help with cable issues.	Municipal Association SC Association of Coun- of SC ties 1 (803) 799-9574 1 (800) 922-6081 www.masc.sc www.sccounties.org Cable franchises are regulated at the county (sometimes city) level.

ADDITIONAL STEPS	
STEP BY STEP:	NOTES:
Request your credit reports.	Find additional information on page 1 of your toolkit.
Place a fraud alert.	Find additional information on page 2 of your toolkit.
Consider a security freeze.	Find additional information on page 1 of your toolkit.
Update your files.	Record the dates you made calls or sent letters. Keep copies of letters in your files.
Remember to get written confirmation of resolutions made by phone.	
NOTES:	

For more information on filing a complaint or reporting a scam, visit www.consumer.sc.gov and "How Do I..."



