



Step by Step: UTILITIES 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 UTILITIES FRAUD

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
ors.sc.gov

SC Office of Regulatory Staff
1401 Main Street, Ste. 1500
Columbia, SC 29201

- ☐ Contact the Federal Communications Commission for phone, internet and TV service issues.

1 (888) 225-5322
1 (888) 835-5322 (TTY)
consumercomplaints.fcc.gov

FCC Consumer & Governmental Affairs Bureau
45 L Street, NE
Washington, DC 20554

- ☐ Contact the county in which the account was opened for help with cable issues.

Municipal Association of SC
1 (803) 799-9574
masc.sc

SC Association of Counties
1 (800) 922-6081
sccounties.org

Cable franchises are regulated at the county (sometimes city) level.

ADDITIONAL STEPS

STEP BY STEP: **NOTES:**

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<input type="checkbox"/> Request your credit reports.	<input type="checkbox"/> Find additional information on page 1 of your toolkit.
<input type="checkbox"/> Place a fraud alert.	<input type="checkbox"/> Find additional information on page 2 of your toolkit.
<input type="checkbox"/> Consider a security freeze.	<input type="checkbox"/> Find additional information on page 1 of your toolkit.
<input type="checkbox"/> Update your files.	<input type="checkbox"/> Record the dates you made calls or sent letters. <input type="checkbox"/> Keep copies of letters in your files.

Remember to get written confirmation of resolutions made by phone.

NOTES:

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

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



South Carolina Department of Consumer Affairs
293 Greystone Blvd., Ste. 400 • PO Box 5757 • Columbia, SC 29250
(800) 922-1594 • consumer.sc.gov

