

FTC Enacts Regulations for New Utility Accounts

The Federal Trade Commission is requiring utilities such as VEC to follow new regulations when opening a new residential electric account or adding customers to an existing residential electric account. The new “Red Flag Rules” are identity theft guidelines that require utilities, among other institutions, to implement programs to identify, detect, and respond to warning signs that could indicate identity theft.

The rules include more stringent identification requirements for customers opening new residential electric accounts with VEC.

VEC now requires two forms of identification to open a new residential account and one of those forms of identification must be a government issued photo ID such as a driver’s license, military ID, or passport. VEC must also verify the Social Security number of the customer requesting new service so the preferred second form of identification is a Social Security card. In order to verify the customer’s address VEC also required verification of homeownership or a rental agreement.

Customers who wish to get account information over the telephone are also being asked to provide some verification of their identity before any account information can be shared.

Customers who want to add someone to their electric account should call their local VEC Customer Service Center. A form will be mailed to the customer. That form will need to be returned with the signatures of both parties. VEC does not charge for this service.

To avoid delays customers who want to set up a new residential account or who want to add someone to their existing account are requested to call their local VEC Customer Service Center so they can be prepared to bring the necessary identification forms and address verifications.