



WHAT YOU NEED TO KNOW ABOUT OPENING UP AN UTILITY ACCOUNT

Effective January 5, 2015

In order to comply with the rules and regulations required under the Federal Trade Commission (FTC) 16 CFR 681, the City of Roseburg has adopted a “Red Flag” policy which requires the City to verify the identify of every utility customer who will be responsible for the account’s balance. The aim of the program is to identify, detect and mitigate the possibility of identity theft in connection with the opening of an account.

In order to confirm identity, all customers must provide at least the following information/documentation before any account will be opened:

- a) Full Name;
- b) Date of Birth (individual);
- c) Previous and current address;
- d) Identification, which shall be:
 - i) US Citizen:
 - (1) Taxpayer Identification number (Social Security Number) (required with mail-in applications), and/or
 - (2) Photo-bearing documents (required in the office);
 - (a) State issued driver’s license, or
 - (b) State issued identification card.
 - ii) Non-US Citizen:
 - (1) Taxpayer Identification number (Social Security Number) (required with mail-in applications), and/or
 - (2) Photo-bearing documents (required in the office);
 - (a) State issued driver’s license, or
 - (b) State issued identification card, or
 - (c) Passport number and country of issuance, or
 - (d) Alien identification number and country of issuance, or
 - (e) Any other government-issued document evidencing nationality or residence.