



South Granville Water and Sewer Authority

5/25/09

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Ron
Alligood,
Chairman

Tim Karan,
Vice
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Minor Jr.

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We are implementing a new *Identity Theft Policy* as required by the Federal Trade Commission effective May 1, 2009 which will impact customer service procedures as outlined below.

Staff
Members

Lindsay L.
Mize,
Director

Terry M.
Bullock,
Clerk

1. The *Policy* prohibits disclosing any information, including how much is due or when it is due, to anyone other than the account holder. Please be aware that your spouse, family members, or others (*even if they live at the same address*) will be denied information unless they are listed on the account. **If you contact us about your account, you will be asked your name, address, and the last four digits of your social security number (or your birthdate) to prove your identity.**
2. This *Policy* makes it even more important to include the bottom part of your invoice with all payments. If you pay in person at the office and don't know the amount you owe, we will have to prove your identity before disclosing your amount due. **If you send someone else to pay your bill, we cannot disclose the amount due!**
(This also ensures that you are given proper credit for your payment.)
3. We recognize that this new *Policy* may be an inconvenience to our customers, therefore we are asking for an update of information and allowing customers to designate up to 2 other people who can have access to the account if they choose.
This form must be completed by the customer on record.
All customers should complete the upper part of the enclosed form to update our customer file. This can be mailed or dropped in our box.
To allow others to have access to your account, complete the entire form and have it notarized.
A notary is available at our office at no charge to our customers.
4. New customers may be required to provide more information and undergo more stringent identity verification before opening an account. Additionally, accounts must be opened and closed in person at our office. Faxed applications are not acceptable. In special circumstances such as out of state applications, an original notarized application may be processed by mail to open or close accounts.

We are sorry for any inconvenience that this new *Policy* may cause; however it is required by the FTC and was not optional. A copy of this information is available at our office or on our web site, both addresses shown below.