

“NOTICE TO THE PUBLIC”

This notice is to inform customers of Mangum Power and the City of Mangum regarding changes to policies and procedures to protect against identity theft.

The “Red Flag Rule” stems from congressional legislation for the purpose of curtailing identity theft. The Federal Trade Commission issued rules to implement congressional amendments to FACTA (the Fair and Accurate Credit Transactions Act of 2003). The Rule applies to any activity of a public entity, including municipal utilities, for which payment is deferred until after the service is rendered.

Identity Theft is a fraud committed or attempted using another person’s identifying information.

The following new policies will be implemented in order for the City and Authority to meet the requirements of this law.

- Two (2) forms of ID will be required to open an account, at least one must be a picture ID
- Applications may only be submitted by the applicant.
- The only way to be given information on the telephone will be to set up a password.
- To set a password, you must come to City Hall and show 2 forms of ID.
- A picture ID or a password will be required to make changes to your account.
- A picture ID must be shown to make credit card payments.
- Credit card payments will not be accepted over the telephone.
- Only persons listed on the account can obtain information about an account or make changes to an account.

We realize that these changes may be cumbersome to the customer, but these requirements are not flexible. The City must comply with the Red Flag Rules.