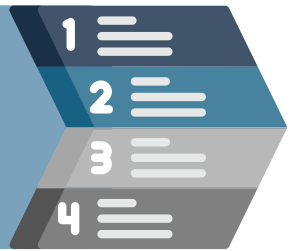




# Step by Step: UTILITIES FRAUD



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 AFFECTED STUDENT LOANS

### 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  
[www.regulatorystaff.sc.gov](http://www.regulatorystaff.sc.gov)  
 SC Office of Regulatory Staff  
 1401 Main Street, Ste. 900  
 Columbia, SC 29201

Contact the US Department

1 (888) 225-5322  
 1 (888) 835-5322 (TTY)  
[www.fcc.gov/cgb](http://www.fcc.gov/cgb)  
 FCC Consumer & Governmental Affairs Bureau  
 445 12th Street, SW  
 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 <a href="http://www.masc.sc">www.masc.sc</a>	SC Association of Counties 1 (800) 922-6081 <a href="http://www.sccounties.org">www.sccounties.org</a>
---	--

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

