

CHEC and the “Red Flags” Rule Fight Fraud

Effective January 1st, Cape Hatteras Electric Cooperative, and all other utilities, must comply with the Federal Trade Commission’s Red Flags Rule. A “Red Flag” means a pattern, practice, or specific activity that indicates the possible existence of identity theft. The purpose of the Red Flags Rule is to encourage creditors, like CHEC, to establish programs to detect, prevent and mitigate the damage caused by identity theft.

This means that when a member calls to obtain information or make changes to their account, CHEC’s Customer Service Representatives (CSR) will ask questions to help validate the identity of the caller. If an applicant or member appears in person, a CSR will request photo identification before extending membership or making changes to an existing account. Requests made on the CHEC website will also be verified by a follow up telephone call until a secure Extranet can be established for members. While these procedures may take a little more time, they are for the protection of our members, and that is always our first priority.

If your home is managed by a property management company, please click the following link and fill out our Property Management Agreement to authorize communication of your electric account information between CHEC and your property manager:

<http://www.chec.coop/Documents/PROPERTY%20MANAGEMENT%20AGREEMENT.pdf>