



CITY OF GAINESVILLE

PUBLIC UTILITIES
DEPARTMENT

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Web Site: www.gainesville.org

memo

TO: Public Utilities Customers
FROM: Tina Wetherford, Finance & Administration Div. Mgr.
SUBJECT: Account Security
DATE: May 1, 2009
CC: File

The City of Gainesville Public Utilities Department (PUD) has developed an Identity Theft Prevention Program pursuant to the Federal Trade Commission's Red Flags Rule, which implements Section 114 of the Fair and Accurate Credit Transactions Act of 2003. 16 C.F.R. § 681.2.

What this means to you as our valued customer is that there will be tighter security in order to protect your personal and financial information regarding your utility account.

Beginning July 1, 2009, you will not be able to get any information via phone regarding your account unless you have completed the attached form providing us with the last four (4) digits of your social security number. These 4 digits will be your secure code to get information regarding your utility account.

Providing this code will enable you to request turn off of service, change your mailing address and receive information regarding billing/payments for your account over the phone.

If you choose **not** to provide us with the 4 digit security code, you will need to access your account thru UBPayments by logging onto www.gainesville.org and clicking on "On-Line Water Payments". As always our office is open to assist your needs Monday – Friday, 8am – 5pm.

If you have any questions or concerns, please feel free to call our Customer Service Department at 770-535-6878.

Thank you for your time and understanding regarding these new account procedures.

Sincerely,
Tina Wetherford
Finance & Administration Division Manager