




County of Fairfax, Virginia

MEMORANDUM

DATE: May 9, 2023

TO: Consumer Protection Commission

FROM: Rebecca L. Makely, Director 
Department of Cable and Consumer Services

SUBJECT: Consumer Protection Commission Meeting for May 16, 2023

Please find attached the Consumer Protection Commission meeting packet. The next scheduled meeting is **Tuesday, May 16, 2023, at 7:30 p.m. in Conference Room 232** of the Government Center, 12000 Government Center Parkway, Fairfax, Virginia.

Please RSVP with your attendance to Susan Jones by COB on Monday, May 15, 2023, at Susan.Jones@fairfaxcounty.gov or 703-324-5877.

Enclosures

cc: Ellicia Seard-McCormick, Deputy County Executive

Susan C. Jones, Consumer Specialist III
Department of Cable and Consumer Services



**FAIRFAX COUNTY
CONSUMER PROTECTION COMMISSION
May 16, 2023 AGENDA**

Call to Order by the Chairperson (7:30 PM)

Remote Participation Motions

Minutes

- Approval of the draft March 21, 2023, meeting minutes

Report of the Chairperson

- 1) Attendance policy review and RSVP procedures.
 - a. Staff to provide a refresher on attendance policy
 - b. CPC to discuss revisions to current RSVP process. This could include changing the deadline for RSVPs, location of meetings and other ideas Commissioners may have to make this work better.
 - c. Process for removal and replacement of a Commissioner.
- 2) Formulating a long-term agenda and driving relevancy.
 - a. Chairman's views, goals and objectives (elaborating on my prior March email)
 - b. Initial proposed areas of focus and appointment of Standing and/or Special Committees
 - i. Public/Community Engagement
 - ii. Budget and Marketing
 - iii. Data review
 - iv. Policy/code review
 - c. Briefings and more: Open discussion.

Report of the Director

Commissioner Matters

Old Business

New Business

General Interest

- Consumer Protection Commission Calendar
- Consumer Protection Commission Membership
- Community Outreach
- Consumer Resources

Minutes of the Fairfax County Consumer Protection Commission

March 21, 2023

7:30 PM
Government Center
12000 Government Center Parkway
Fairfax, VA 22035
Vice Chairperson Gulakowski, presiding

Attendance:

Commissioners: Belkowitz, Gulakowski,
Freedenthal, Hargraves, Kirk, Kharat, Roark,
Springer, Svab

Absent:

Commissioner: Kratovil, O'Savio, Rosier

Staff:

Susan C. Jones, Consumer Specialist III
Consumer Affairs Branch

The meeting was called to order at 7:30 PM by Vice Chairperson Gulakowski.

Minutes

Vice Chairperson Gulakowski made the motion to accept the minutes. The minutes for the February 21, 2023, meetings were approved unanimously, 9-0-0.

Report of the Chairperson

Vice Chairperson Gulakowski read an email statement from Chairperson Kratovil who was unable to attend the meeting.

Fellow Commissioners,

I regret that I am not able to join our March meeting and my first as Chair. I find myself unavoidably detained by a work obligation on the West Coast, but look forward to seeing you all next month.

While I will have additional remarks about our future agenda and initiatives at our next meeting, for now I'll share this:

I have reached out to each of you over email and am genuinely thankful for the thoughtful responses I have received from several of you. There are some consistent themes emerging from the feedback, many of which align with my own thinking on how we individually as Commissioners can do more, and how we as a body can provide the best constituent service possible for the residents of the County, in support of our charter and the responsibilities delegated to us under the County Code.

To wrap up, I'll leave everyone with an item for our next meeting: While staff asked us for agenda items at our last meeting, frankly we didn't have much to offer. Some of you have shared exciting ideas that I hope you'll not hesitate to present. I would encourage you to think about

agenda items where some action can be derived as a result of it, rather than just a purely informational agenda item that has no impact or “to-do” after our meeting concludes.

Again, sorry I cannot be with you and look forward to seeing you next month.

Report of the Director

Susan C. Jones, Consumer Specialist II, Consumer Affairs Branch, on behalf of Rebecca L. Makely, Director of Cable and Consumer Services stated the department has just received the Massage Taskforce proposed amendments and staff needs time to review before proceeding with public hearing in April. Staff withdraws request for Public Hearing Authorization.

Commissioner Matters

Commissioner Kirk mentioned seeing more out of state license tags of permanent residents of Fairfax County in his neighborhood and other areas and the need for residents to change license plate for Fairfax County taxes.

Commissioner Belkowitz had no matters to bring before the Commission.

Commissioner Svab had no matters to bring before the Commission.

Commissioner Springer had no matters to bring before the Commission.

Commissioner Hargraves had no matters to bring before the Commission.

Commissioner Freedenthal had no matters to bring before the Commission.

Commissioner Kharat had no matters to bring before the Commission.

Commissioner Roark had no matters to bring before the Commission.

Old Business

Susan C. Jones, Consumer Specialist III, Consumer Affairs Branch, briefly discussed the results of National Consumer Protection Week and encouraged the Commission to review the presentations for Consumer Affairs Day on the department website.

New Business

1. Request to Authorize Advertisement of a Public Hearing. The matter was deferred to the April meeting.

Commissioner Hargraves made the motion to adjourn without objection. The meeting adjourned at 7:40 PM.

CPC Calendar

Consumer Protection Commission
2023 Planning Calendar
May 16, 2023

- January 17
 - Chapter 28.1
 - 2023 Meeting Calendar

- February 21
 - Resilient Fairfax and CECAP Presentation
 - Election of Officers
 - 2023 Items of Interest

- March 21
 - Authorization to Advertise Public Hearing

- April 18
 - Meeting Cancelled

- May 16
 -

- June 20
 - Virginia Senior Medicare Patrol Presentation by Commissioner Freedenthal

- July 18
 - FY 2023 Annual Report

- August 15
 -

- September 19
 - 2023 Taxicab Biennial Determination Report

- October 17
 - Electrification/EV Charging Presentation

- November 21
 - Nomination of Officers

- December 19
 -

CPC Membership

Name

Staff

Harold G. Belkowitz
Appt. Expires 7/31/2024

Rebecca L. Makely, Director
Department of Cable and Consumer Services
703-324-5947
rebecca.makely@fairfaxcounty.gov

VACANT

Chester J. Freedenthal
Appt. Expires 7/31/2024

Susan Jones, Consumer Specialist III
Consumer Affairs Branch
703-324-5877
susan.jones@fairfaxcounty.gov

Denis Gulakowski
(Vice-Chairperson)
Appt. Expires 7/31/2024

Main number: 703-222-8435, TTY 711
Fax number: 703-653-1310
consumer@fairfaxcounty.gov

Dirck A. Hargraves
Appt. Expires 7/31/2023

Pratik J. Kharat
Appt. Expires 7/31/2024

Dennis D. Kirk
Appt. Expires 7/31/2025

Jason J. Kratovil (Chairperson)
Appt. Expires 7/31/2024

Triston "Chase" O'Savio
Appt. Expires 7/31/2024

Michael J. Roark
Appt. Expires 7/31/2023

Jacqueline Rosier (Secretary)
Appt. Expires 7/31/2025

Maurice B. Springer
Appt. Expires 07/31/2024

Paul Svab
Appt. Expires 7/31/2024

Community Outreach

Outreach Event Calendar May 2023

DATE	EVENT	LOCATION	# of Guests	Event Time	Staff
5/6/2023	Culmore Community Day	Woodrow Wilson Library 6101 Knollwood Drive Falls Church, VA		10:00 a.m. - 1:00 p.m.	SCJ CH
5/12/2023	55+ Wellness & Safety Expo	Vienna Community Center 120 Cherry Street Vienna, VA		11:00 a.m. - 2:00 p.m.	SCJ LY
5/15/2023	Consumer Knowledge	Fairfax High School 3501 Rebel Run Fairfax, VA		12:00 p.m. - 4:00 p.m.	MDP CH
5/16/2023	Consumer Knowledge	Fairfax High School 3501 Rebel Run Fairfax, VA		8:00 a.m. - 4:00 p.m.	MDP CH
5/18/2023	Consumer Connection Code Compliance	Fairfax County Consumer Affairs Facebook		11:00 a.m. 11:15 a.m.	SCJ
5/22/2023	Consumer Knowledge	Hayfield Secondary School 7633 Telegraph Road Alexandria, VA		8:00 a.m. - 4:00 p.m.	MDP CH
5/23/2023	Consumer Knowledge	Hayfield Secondary School 7633 Telegraph Road Alexandria, VA		8:00 a.m. - 4:00 p.m.	MDP CH
5/24/2023	Scam Presentation Consumer Booth	Lake Anne Fellowship House 11450 N. Shore Drive Reston, VA		7:00 p.m. - 8:00 p.m.	PNB AB

Consumer Resources

Resource Items

Fairfax County Department of Cable and Consumer Services

<https://www.fairfaxcounty.gov/cableconsumer>

Fairfax County Consumer Affairs

<https://www.fairfaxcounty.gov/cableconsumer/csd/consumer>

Fairfax County Consumer Affairs Facebook

<https://www.facebook.com/fairfaxcountyconsumer/>

Consumer Affairs Day: National Consumer Protection Week (March 9, 2023)

<https://www.fairfaxcounty.gov/cableconsumer/channel-16/consumer-affairs-day-2023>

Consumer Connection: Senior Medicare Patrol (April 17, 2023)

https://fb.watch/koSH_Uhut8/

Information Items

Haulin Trash bankruptcy leaves many county residents out of luck getting refunds ([more](#))

Hackers are breaking into AT&T email accounts to steal cryptocurrency ([more](#))

2022 Demographics Report Provides Insight on Local Trends ([more](#))

Haulin' Trash bankruptcy leaves many county residents out of luck getting refunds

[Matt Blitz](#) May 3, 2023 at 10:15am



Emptied trash and recycling bins by the street (staff photo by Angela Woolsey)

Troubled trash company Haulin' Trash has closed its [bankruptcy case](#), leaving thousands of Fairfax County residents unable to get refunds for missed or delayed services.

Back in December, the trash collecting company Haulin' Trash [permanently shuttered](#) after missing a series of collections due to staff shortages and “financial difficulties.” The company operated in the county for about a year and served approximately 3,000 customers.

To help those residents, Fairfax County [temporarily waived landfill disposal fees](#) for former Haulin' Trash customers.

Fairfax County received more than 300 complaints about the company during its one year of operation, including 147 to the Department of Public Works and Environmental Services (DPWES) and 188 to the Department of Cable and Consumer Services (DCCS), per officials.

In March, the company officially filed for [Chapter 7 bankruptcy](#). The case was closed early last month, with the company not having enough funds to provide refunds or credits to customers.

“On April 5, 2023, the bankruptcy trustee issued a report of No Distribution - No Funds, and the case was closed on April 6, 2023. No credits or refunds will be issued to affected residents/customers,” DPWES spokesperson Sharon North wrote FFXnow. “To date, Haulin' Trash has not been responsive to the consumer complaints sent from the County. Because the bankruptcy case is now closed, Fairfax County Consumer Affairs is unable to mediate further.”

DPWES does have [a list](#) on its website of other providers for impacted residents.

Haulin' Trash's demise came as the county grappled with [trash troubles](#) that date back to at least 2019 but worsened during the pandemic. About [90% of residents and businesses](#) are served by private collection companies like Haulin' Trash.

Complaints against [American Disposal Services](#) led to the county asking the Virginia General Assembly for more authority to [rework its solid waste management model](#).

Last fall, DPWES had American Disposal enter into [a consent agreement](#) that asked the company to hire more drivers and customer service personnel, increase salaries, and credit customers for missed pick-ups. It also imposed a \$5,000 fine on the company.

Since that time, customer complaints against American Disposal have significantly decreased, the county says.

“American Disposal Service has met the requirements of the 2022 Consent Agreement,” North wrote. “Complaints for haulers which operate in Fairfax County are currently at satisfactory levels.”

Only four complaints have been made to DCCS about American Disposal since the beginning of the year, per a spokesperson from the agency.

Despite short-term service problems appearing to be resolved, the county is still looking to make big changes to its solid waste management model.

“DPWES staff are in the process of scoping a major revision to our solid waste management plan to meet state and board directives,” North said. “During this time, we will look at alternative options for waste management.”

Hackers are breaking into AT&T email accounts to steal cryptocurrency

AT&T says cybercriminals exploited an API issue to take control of victims' email addresses.

[Lorenzo Franceschi-Bicchierai@lorenzofb](mailto:Lorenzo.Franceschi-Bicchierai@lorenzofb) / 3:28 PM EDT • April 26, 2023



Unknown hackers are breaking into the accounts of people who have AT&T email addresses, and using that access to then hack into the victim's cryptocurrency exchange's accounts and steal their crypto, TechCrunch has learned.

At the beginning of the month, an anonymous source told TechCrunch that a gang of cybercriminals have found a way to hack into the email addresses of anyone who has an att.net, sbcglobal.net, bellsouth.net and other AT&T email addresses.

According to the tipster, the hackers are able to do that because they have access to a part of AT&T's internal network, which allows them to create mail keys for any user. Mail keys are unique credentials that AT&T email users can use [to log into their accounts using email apps such as Thunderbird or Outlook](#), but without having to use their passwords.

With a target's mail key, the hackers can use an email app to log into the target's account and start resetting passwords for more lucrative services, such as cryptocurrency exchanges. At that point it's game over for the victim, as the hackers can then reset the victim's Coinbase or Gemini account password via email.

The tipster provided a list of alleged victims. Two of the victims replied, confirming they have been hacked.

AT&T spokesperson Jim Kimberly said that the company "identified the unauthorized creation of secure mail keys, which can be used in some cases to access an email account without needing a password."

"We have updated our security controls to prevent this activity. As a precaution, we also proactively required a password reset on some email accounts," the spokesperson said, forcing the account owners to reset their passwords.

AT&T declined to say how many people have been hit in this wave of hacks. "This process wiped out any secure mail keys that had been created," the spokesperson added.

One victim told TechCrunch that hackers stole \$134,000 from his Coinbase account. The second victim said that "it has been happening repeatedly since November 2022 — probably 10 times at this point. I notice it has been done when my Outlook client fails to 'connect' and I quickly login to my [AT&T] site and delete their key and create a new one."

"Very frustrating because it is obvious that the 'hackers' have direct access to the database or files containing these customer Outlook keys, and the hackers don't need to know the user's AT&T website login to access and change these outlook login keys," the victim added.

Also, [several people with AT&T and other related email addresses](#) said on Reddit that they have been hacked.

“Hello, my email was compromised back in March of this year, and I have done everything I can to reset password, security questions, etc. but occasionally I’m still getting emails that a secure mail key has been created on my account without my knowledge,” one user wrote. “They would even delete the email notification so I don’t see it but I recently changed to another email for profile updates, so they don’t have access. This sounds like someone still has access to my account but how?”

Another person wrote: “I’ve had the same issue for months and just started again, password wasn’t changed but account locked out and a Mail Key keeps being created somehow.”

The tipster claims that the hackers can “reset any” AT&T email account, and that they have made between \$15 and \$20 million in stolen crypto. (TechCrunch could not independently verify the tipster’s claim.)

TechCrunch has seen a screenshot apparently coming from a Telegram group chat, where one of the hackers claims that the gang “have the entire AT&T employee database,” which allows them to access an internal AT&T portal for employees called [OPUS](#).

“Only thing we are missing is a certificate, which is the last key to accessing the [AT&T] VPN servers,” the hacker wrote in the Telegram channel, according to the screenshot.

The tipster said that the gang now has access to AT&T’s internal VPN.

Kimberly, the AT&T’s spokesperson, denied that the hackers had any access to internal company systems. “There was no intrusion into any system for this exploit. The bad actors used an API access.”