

To: City of White Oak, Texas Utility Customers

YOU CAN REQUEST THAT CERTAIN INFORMATION CONTAINED IN OUR UTILITY RECORDS NOT BE RELEASED TO UNAUTHORIZED PERSONS.

Texas Utility Code § 182.052. CONFIDENTIALITY OF PERSONAL INFORMATION.

(a) Except as provided by Section 182.054, a government-operated utility may not disclose personal information in a customer's account record, or any information relating to the volume or units of utility usage or the amounts billed to or collected from the individual for utility usage, if the customer requests that the government-operated utility keep the information confidential.

- **PERSONAL INFORMATION DOES NOT INCLUDE A CUSTOMER'S NAME¹**
- **AN INDIVIDUAL MEANS ONLY NATURAL PERSONS AND DOES NOT INCLUDE CORPORATIONS, PARTNERSHIPS, OR OTHER BUSINESS ASSOCIATIONS²**

HOW CAN YOU DO THIS?

Simply complete this form and return it to our utility office at 906 S. White Oak Rd., White Oak, TX 75693.

ACCORDING TO *Texas Utility Code Section 182.054* WE MUST STILL PROVIDE THIS INFORMATION TO CERTAIN PERSONS, AS FOLLOWS:

- 1) An official or employee of the state or a political subdivision of the state or the federal government acting in an official capacity;
- 2) An employee of a utility acting in connection with the employee's duties;
- 3) A consumer reporting agency;
- 4) A contractor or subcontractor approved by and providing services to the utility or to the state, a political subdivision of the state, the federal government, or an agency of the state or federal government;
- 5) A person for whom the customer has contractually waived confidentiality for personal information; or
- 6) Another entity that provides water, wastewater, sewer, gas, garbage, electricity or drainage service for compensation.

CONFIDENTIALITY REQUEST

Yes, I would like to make my personal and utility account information confidential.

No, I would NOT like to make my personal and utility account information confidential.

Name of Account Holder

Street Address

Signature of Account Holder

City, State, Zip

Account Number

Phone Number

Names of those whom I waive all confidentiality information for: _____

¹ The Office of the Attorney General of Texas See Open Records Ruling No. 2012-00774 (2012)

² The Office of the Attorney General of Texas See Open Records Decision No. 625 (1994)