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Confidentiality Request Form

HOW CAN I PROTECT MY PERSONAL AND ACCOUNT INFORMATION?

The Utilities Code 182.052 of the Texas Statutes provides that a government-operated utility must disclose customer information unless the customer requests in writing, that their information be held confidential. To protect your information:

1. **Read** this information and decide if you want your information protected.
2. **Complete** the form found at the bottom of this document. *Please note, the account holder, or person whose name is on the bill, must sign the form.*
3. **Return** the attached form to Bolivar Peninsula Special Utility District along with payment of \$5.00. You may mail it with your bill or drop it at the District office.

WHAT ELSE SHOULD I KNOW?

State legislative actions have been taken to allow protection of your customer information. The Texas Utilities Code 182.052 has allowed the protection of "personal information" upon the customer's request. Personal information is defined as an individual's address, telephone number, or social security number. It does not include entity or commercial protection. Senate Bill 2 went into effect as of September 2001. This bill allows an individual to request that usage, and amounts billed or collected be maintained as confidential. *This protects individuals only.*

WHAT DO I DO IF I WANT INFORMATION TO BE RELEASED?

If you have elected to protect your information, Bolivar Peninsula Special Utility District will release that information only upon your written request. A written consent must be submitted to the District office.

HOW MUCH WILL THIS SERVICE COST?

The fee for confidentiality requests is \$5.00 and must be paid at the time of the request. You can choose confidentiality or privacy of your information at any time. Forms are readily available at the District office or you can call and we will send a form to you for your convenience.

ARE THERE ANY EXCEPTIONS TO THE PROTECTION OF THE INFORMATION?

Yes! The Texas Statutes Utility Code, Chapter 182.054, requires us to release information to certain entities. The following is taken from that Chapter:

Chapter 182 does not prohibit a government-operated utility from disclosing personal information in a customer's account record to:

1. an official or employee of the state, a political subdivision of the state, or the United States 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, the state, a political subdivision of the state, or the United States;
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.

I request my personal and usage information to be kept confidential.

I have read and understand that by signing this form that my personal information and usage information will not be released without my signed request as the account holder. I also know that there are exceptions to this privacy request regarding state and federal officials, consumer reporting agencies, etc. as listed above on this form.

Date: _____ Account Number: _____

Service Street Address: _____

Phone Number: _____

Account Holder Signature