

NOTICE OF CONFIDENTIALITY AND CUSTOMER RIGHT TO DISCLOSURE

Pursuant to House Bill 872, passed in the 87th Legislative Session of the Texas Legislature, Subchapter B of Chapter 182 of the Texas Utilities Code makes confidential certain personal information of utility customers. As defined under Section 182.051 of the Texas Utilities Code, an individual's address, telephone number, or social security number in a customer's account record, or any information relating to the volume or units of utility usage or amounts billed to or collected from a customer for utility usage, ***may not be disclosed*** by Travis County WCID No. 17 unless a customer requests disclosure of this personal information.

A customer may request disclosure of their personal information by submitting in writing such request addressed to Customer Service at customerservice@wcid17.org and providing authorization for Travis County WCID No. 17 to disclose personal information or ratepayer information if requested. Travis County WCID No. 17 will provide a confirmation email after your request is received and applied to your customer account. A request for disclosure of personal information may also be mailed to Travis County WCID No. 17 administrative offices located at 3812 Eck Lane, Austin, Texas 78734.

At any time, a customer may rescind their request for disclosure of personal information by submitting a request in writing to Travis County WCID No. 17. Such request shall become effective on the date the Travis County WCID No. 17 receives a customer's request to rescind disclosure of their personal information.

Travis County WCID No. 17 shall not be liable in any fashion for its disclosure of any personal or ratepayer information performed in accordance with the Texas law or regulations.

** Confidentiality under Chapter 182, Texas Utilities Code 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.*

CUSTOMER RELEASE OF INFORMATION AUTHORIZATION FORM

Pursuant to Section 182.052 of the Texas Utilities Code, Travis County WCID No. 17 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 unless the customer requests that Travis County WCID No. 17 disclose the information. To elect disclosure of your personal information in your customer account record please complete and sign the form below.

Customer Name: _____ Account Number: _____

Service Address: _____

Telephone Number: _____ Email Address: _____

I request the DISCLOSURE of customer information pursuant to Section 182.052(b) and authorize Travis County WCID No. 17 to disclose the following information upon written request by any member of the public:

My personal information including my address, telephone number, or social security number; and/or

Information regarding my usage, services, and billing, including amounts billed or collected for utility usage to the above-referenced account number.

I RESCIND a previous request for disclosure pursuant to Section 182.052(d).

Please return this form to Travis County WCID No. 17 at 3812 Eck Lane, Austin, Texas 78734. In the alternative, the completed form can be emailed to Customer Service at customerservice@wcid17.org. If you have any questions or concerns, please contact customer service at (512) 266-1111, extension 110.

Customer Signature: _____ Date: _____