



CITY OF BANDERA

511 Main St. • PO Box 896 • Bandera, Texas 78003 • P: (830) 796-3765 • F: (210)761-7352

UTILITY ACCOUNT CONFIDENTIALITY REQUEST

Thank you for your confidence in trusting the City of Bandera to provide you with water and wastewater services. We take this responsibility seriously. The Utilities Department is a City of Bandera-owned and government operated utility ("Utilities Department"); therefore, your water bill account information is considered public record under the Texas Public Information Act. However, Texas Utilities Code, Chapter 182, as amended, allows water customers to request that personal information (address, telephone number, and social security number) and any information relating to the volume or units of water usage or the amounts billed to or collected from the individual be kept confidential.

The request for confidentiality must be submitted in writing using this form or by submitting a separate letter. Once the request is received and processed, the Utilities Department will not release confidential information for that customer except 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.
- 7) Any Secondary Customer Listed on the Account

The Utilities Department requests that you complete this form to ensure that the City can protect information you wish to remain confidential.

You may rescind your request for confidentiality by providing the Utilities Department written permission to disclose your personal information. A government-operated utility or an officer or employee of a government-operated utility is immune from civil liability for a violation of Texas Utilities Code, Subchapter B.

Information may not be kept confidential unless and until this completed and signed form is received and processed by the Utility Department.

- ☐ **I hereby request that all personal information (address, telephone number, driver's license and social security number), and any information relating to the volume or units of water usage or the amounts billed to or collected from be kept confidential.**

Customer Name - Print

Customer Signature

Date

Service Address

Telephone Number

The following people may receive information about my account

1. _____ 2. _____

Please mail to PO Box 896, Bandera, TX 78003 or email to Caity.frantzen@banderatx.gov

FOR OFFICE USE ONLY

Received Date: _____

Input by: _____

Scan Date: _____