



Customer Authorization for Disclosure of Information Maintained by the Water Utility

Information in your City of Fort Worth Water Utility customer account record is generally excepted from disclosure under Texas Government Code, Chapter 552 (Public Information Act). * This includes information regarding usage, services, and billing, including amounts billed or collected for utility usage. However, the Texas Utilities Code, Chapter 182 (Rights of Utilities Customers) provides that a customer of a government-operated utility may request that the government-operated utility disclose personal information in a customer's account record, including the customer's address, 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. Additionally, a customer or a representative of the customer may receive information excepted from disclosure if the information directly relates to utility service provided to the customer and is not otherwise confidential by law.

This form enables you to request disclosure of certain information under Texas Utilities Code, Chapter 182. If you wish to request disclosure of your information, please check the boxes below, sign and return this form.

Release of Information: (Please print)

Account Number: _____ - _____ Email: _____

Service Address: _____ City: _____

Customer Name: _____

Mailing Address: _____

City _____ State _____ Zip _____

Home Phone: _____ Cell Phone: _____

Please check the appropriate box or boxes.

I authorize the City of Fort Worth Water Utility to disclose:

- my personal information and/or
- information regarding my usage, services and billing, including amounts billed or collected for utility usage to:

Name: _____

Address: _____ City _____ State _____ Zip _____

Driver's License or State Issued ID#: _____

I authorize the City of Fort Worth Water Utility to release my account information to the public upon written request by any member of the public.

You may rescind your request for disclosure by providing the City of Fort Worth Water Utility written notice. 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, Chapter 182, Subchapter B.

Customer signature (required)

Date

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* Confidentiality under 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

Return the completed and signed form to:

By mail: Fort Worth Water
Confidentiality Request
P.O. Box 870
Fort Worth, Texas 76101

In person: Water Customer Relations
908 Monroe St.
Fort Worth, TX 76102

By email: MyWaterAccount@Fort WorthTexas.gov

FOR OFFICE USE ONLY
Received Date: _____
Input by: _____
Scan Date: _____
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