



Your Right to Request Confidentiality

Under Chapter 182 of the Texas Utilities Code, customers have the right to request that their 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, be kept confidential. Personal information, as defined in Section 182.051 of the Texas Utilities Code, means an individual’s address, telephone number, or social security. (See exceptions).

EXCEPTIONS: Section 182.054 does not prohibit a government-operated utility from disclosing personal information in a customer’s account record to:

- an official or employee of the state, a political subdivision of the state, or the United States acting in an official capacity;
- an employee of a utility acting in connection with the employee’s duties;
- a consumer reporting agency;
- a contractor or subcontractor approved by and providing services to the utility, the state, a political subdivision of the state, or the United States;
- a person for whom the customer has contractually waived confidentiality for personal information;
- or
- another entity that provides water, wastewater, sewer, gas, garbage or drainage service for compensation.

A customer may request confidentiality by delivering to the government-operated utility an appropriately marked form provided by the utility or any other written request for confidentiality.

If you have requested confidentiality before, please complete a new request in order to ensure that we have the most current up to date information on your confidentiality selection.

You must complete the form, check the box, sign and mail to: Dallas Water Utilities, PO Box 660025, Dallas, TX 75266; or fax to 214-670-0752; or email to: dwuconfidentiality@dallascityhall.com; or in person at Dallas City Hall, 1500 Marilla St., 2DS Lobby.



Dallas Water Utilities - Request for Confidentiality

In accordance with Chapter 182 of the Texas Utilities Code, I request confidentiality of my personal information (address, telephone number or social security number); any information relating to the volume or units of utility usage; and the amounts billed to or collected from me for utility usage.

Please print:

Name: _____ Account Number: _____

Service Address: _____ Primary Phone Number: _____

Signature: _____ Date: _____

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