



Disclosure of Customer Information

Under Texas Utilities Code, Chapter 182, a government-operated utility may not disclose: (i) personal information in a customer's account, (ii) volume or units of utility usage information or the amount billed or collected for utility usage, or (iii) account delinquency or other discontinued service or disconnection information. Personal information, as defined in Texas Utilities Code, Section 182.051, means an individual's address, telephone number, or social security. Utility, as defined in Texas Utilities Code, Section 182.001, means an electric, gas, water, or telephone utility operated by a public or private entity.

All accounts with Dallas Water Utilities are marked as confidential and will not be shared except to the customer of record or to third parties defined in Texas Utilities Code, Section 182.054.

However, you have the right to request disclosure of certain account information. A customer may request disclosure by delivering to Dallas Water Utilities an appropriately marked form provided by the utility or any other written request for disclosure.

To request disclosure, 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: dwudisclosure@dallascityhall.com; or in person at Dallas City Hall, 1500 Marilla St., 2DS Lobby.



Dallas Water Utilities –

Request for Disclosure or Confidentiality

- In accordance with Chapter 182 of the Texas Utilities Code, I request disclosure of (check all that apply):
- my personal information (address, telephone number or social security number);
 - information relating to the volume or units of utility usage;
 - the amounts billed to or collected from me for utility usage;
 - account delinquency information, including discontinued or disconnection of utility services; or
 - all of the above.

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 including account delinquency and information relating to the discontinued or disconnection of services. ***This is only needed if you previously asked the utility to disclose your account information.***

Please print:

Name: _____

Account Number: _____

Service Address: _____

Primary Phone Number: _____

Signature: _____

Date: _____

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 deliver in person at Dallas City Hall, 1500 Marilla St., 2DS Lobby.