



## Request for Disclosure of Information Maintained by the City of Haltom City

### City of Haltom City Utility Department

Information in your city of Haltom City Utilities Department customer account record, including information regarding customer usage, services, and billing, including amounts billed or collected for utility usage, is generally excepted from disclosure under Texas Government Code, Chapter 552 (Public Information Act) \*. 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 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 complete this form, sign, and return it to [utilitybillingdept@haltomcitytx.com](mailto:utilitybillingdept@haltomcitytx.com) or mail to City of Haltom City – Utility Billing Department, P.O. Box 14247, Haltom City, Texas 76117.

#### **Release of Information – choose of the following options:**

Customer Name: \_\_\_\_\_  
Account Number: \_\_\_\_\_

I authorize the City of Haltom City Utilities Department to disclose:

My personal information and/ or

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

Name: \_\_\_\_\_

Address, City, State, Zip Code: \_\_\_\_\_

Driver's License No.: \_\_\_\_\_

I authorize the City of Haltom City Utilities Department to release my account information to the public upon written request by any member of the public.

**Customer's Consent:**

By signing this form, you acknowledge and agree that you are the customer(s) of record for this account, and that you authorize the City of Haltom City Utilities Department to disclose your customer information to the requesting entity listed on this form. This consent is valid until you terminate your service, or withdraw consent by sending a written request with your name, service address and account number to the address provided on this form. You may terminate this consent at any time.

**Customer Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**You may rescind your request for disclosure by providing the City of Haltom City Utilities Department 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.**

\* 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.