

Customer Information Disclosure Form



The North Richland Hills Water Utility is a city-owned and operated utility that uses an advanced metering system which collects data about customer water usage. Personal information, and information regarding customer usage, services, and billing, including amounts billed or collected for utility usage, are maintained as confidential by the Water Department and not released to the public. However, the information may be disclosed to a customer, or the customer's designated representative, if the information directly relates to utility services provided to that customer and is not otherwise confidential by law. Personal information that is maintained as confidential is limited to an individual customer's address, telephone number or social security number. A customer may request in writing that the Water Department disclose the information.

Exceptions: The law allows the Water Department to disclose customer account information, including personal information, to (i) government officials acting in their official capacity; (ii) consumer reporting agencies; (iii) contractors or subcontractors who need the information to do their jobs; (iv) utility employees or representatives; (v) any individual for whom the customer has waived confidentiality; or (vi) another entity that provides water services for compensation.

Release of Information:

You may request that the Water Department release your account information by completing the appropriate section(s) below:

Service Address

Account
Number

- The Water Department is authorized to release my personal information
- The Water Department is authorized to release information regarding my usage, services and billing, including amounts billed or collected for utility usage
- The account information selected above may be disclosed to the following individual(s):
Name:
Address:
DL#
- My account information may be released to the public upon written request by any member of the public.

You may rescind this authorization to disclose information by submitting a new form, which will go into effect on the first business day the Water Department receives the new request.

Signature

Signature of the Person Submitting this Form

Date
