

Confidentiality Request

Denton County Fresh Water Supply District No. 1-A is a government operated utility; therefore, your water bill account information is considered public record under the Texas Public Information Act. However, a State law allows residential water customers to request that personal information and any information relating to water usage, billing amounts, and payment records be kept confidential. Personal information includes your address, telephone number(s), and social security number.

Information cannot be kept confidential until this completed and signed form is received and processed by the Water Department.

The request for confidentiality must be submitted, in writing, using this form or by submitting a separate letter of request. Once the request is received and processed, the Water Department will only release confidential information for that customer for:

- 1) Government officials/Law Enforcement;
- 2) Consumer reporting agencies;
- 3) Contractors or subcontractors who need the information to do their jobs;
- 4) District utility representatives; or
- 5) Individuals for whom the customer has waived confidentiality in writing. Persons in this category will be required to show identification before information will be released.

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I, the undersigned, have read and understand fully that by checking this box and signing this form that my personal, usage, billing, and/or payment information will not be released without my signed request as the primary account holder. I have read and understand the exceptions to this request regarding Law Enforcement, Local, State, and/or Federal officials, consumer reporting agencies, etc. as listed above.

Please Print

Customer Name: _____ Account Number: _____

Service Address: _____

City: Lewisville State: Texas Zip: 75056

Mailing Address: _____
(if different than service address)

City: _____ State: _____ Zip: _____

Home Phone: _____ Cell Phone: _____

Customer Signature (Required)

Date