

City of Pflugerville
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Pflugerville, TX 78660
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Utility Billing Department
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www.pflugervilletx.gov
utilitybilling@pflugervilletx.gov

NOTICE OF RIGHT OF CONFIDENTIALITY OF
PERSONAL INFORMATION

Chapter 182 of the Texas Utilities Code states that government-operated utilities such as the City of Pflugerville may not disclose 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, if the customer requests that the government-operated utility keep the information confidential, except as provided below.

The utility may disclose 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 of 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.

You may choose to change your status at any time in the future by submitting request or rescinding a request already submitted. Please complete and return form to The City of Pflugerville.

Name _____

Address _____

Driver's License Number _____

Phone Number _____

City of Pflugerville Account Number _____

I hereby request confidentiality of my personal information.

I hereby rescind my request for confidentiality.

Signature _____

Date _____