

NOTICE OF CONFIDENTIALITY AND CUSTOMER RIGHT TO DISCLOSURE

Pursuant to House Bill 872, passed in the 87th Legislative Session of the Texas Legislature, Subchapter B of Chapter 182 of the Texas Utilities Code makes confidential certain personal information of utility customers. As defined under Sections 182.051 and 182.052 of the Texas Utilities Code, an individual's address, telephone number, or social security number 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 a customer for utility usage, ***may not be disclosed*** by Hurst Creek Municipal Utility District unless a customer requests disclosure of this information.

A customer may request disclosure of their personal information by submitting in writing such request addressed to Angela Dimsdle at frontdesk@hurstcreekmud.org and providing authorization for Hurst Creek Municipal Utility District to disclose personal information or ratepayer information if requested. Hurst Creek Municipal Utility District will provide a confirmation email after your request is received and applied to your customer account. A request for disclosure of personal information may also be mailed to Hurst Creek Municipal Utility District administrative offices located at 102 Trophy Drive, The Hills, Texas 78738.

At any time, a customer may rescind their request for disclosure of personal information by submitting a request in writing to Hurst Creek Municipal Utility District. Such request shall become effective on the date the Hurst Creek Municipal Utility District receives a customer's request to rescind disclosure of their personal information.

Hurst Creek Municipal Utility District shall not be liable in any fashion for its disclosure of any personal or ratepayer information performed in accordance with the Texas law or regulations.

** Confidentiality under Chapter 182, Texas Utilities Code 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.*