City of Live Oak

The Texas Utilities Code provides for the confidentiality of government-operated utility account information, (Section 182.052). **A utility customer has the right to request confidentiality.**

To request that the City of Live Oak keep account information confidential, you must submit your request in writing. The form below is provided for your convenience. If you would like for your account information to be kept confidential, simply complete the form, detach it and return it with your utility payment in the envelope provided. Although allowed by law to do so, the City of Live Oak has elected not to apply a fee to process a customer's request for confidentiality.

Certain exceptions apply to the confidentiality protection:

The 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 U.S.;
(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.
(Section 182.054)

A customer may rescind a request for confidentiality in writing at any time. If you have any questions, please contact Utility Billing at 210-653-9140.

Detach here

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Please complete and return this form in the envelope provided

City of Live Oak Utilities –
Request for Confidentiality of Customer Information

Utility Account Name: _____

Utility Account Number: _____

Utility Service Address: _____

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Check the box to request confidentiality

In accordance with Section 182.052 of the Texas Utilities Code, this notice shall serve as a written request that the City of Live Oak keep confidential the utility account information for the above-referenced utility account. I understand that certain exceptions in the code apply to the release of this otherwise confidential information.

_____ _____
Signature Date

Please return this form to the:
City of Live Oak – Utility Billing Department, 8001 Shin Oak Dr. Live Oak, TX 78233