

## **Utility Services Privacy Policy**

### **Disclosure of Social Security Number**

In accordance with HB 1130 the City of San Marcos, Texas adopts the following policy pertaining to the confidentiality of social security numbers (SSN).

Personal information including an SSN is requested when utility services are initiated. SSNs are maintained in a secure environment by the utility services department. The SSN is used as a means of identification, internal verification or other administrative purposes, and debt collection.

The SSN is confidential and available only to those city employees requiring access to perform their duties. An SSN may be disclosed to other governmental agencies for official purposes and consumer reporting agencies.

City records are disposed of in accordance with the state law, the provisions of the Local Government Code (Texas Library and Archives Commission), and the administrative rules adopted under its authority.

### **Disclosure of Customer Information**

In Accordance with Texas Utilities Code, Chapter 182, the City of San Marcos, Texas adopts the following policy pertaining to the Confidentiality of customer's information in a utility account.

Personal information, which includes information such as name, address, and telephone number, is requested when utility services are initiated and the information is maintained in a secure environment by the Utility Services Department. This will also include the protection of credit card information, by blocking out all but the last four digits of the account number. The information is a means of identification, internal verification for administrative purposes, and debt collection purposes.

Social Security Numbers are treated as confidential regardless of whether requested or not.

Confidentiality of personal information can be requested by utility services customers. Information relating to the amount of utility usage or the amount of the customer's utility bill, and account history is also protected. If confidentiality is requested, the information is available to only those city employees needing access to perform their duties. But, it may be disclosed to other governmental agencies for official purposes, and consumer reporting agencies.

City records are disposed of in accordance with the state law, the provisions of the Local Government Code (Texas Library and Archives Commission), and the administrative rules adopted under its authority.

Confidentiality of customer information can be requested by completing a "Confidentiality of Personal Information" form available at the Utility Services Department. A onetime administrative fee will be applied to for this service.