



# NOTICE

## Request for Confidentiality of Information Maintained by the City of Pittsburg Utilities Department

Information in your City of Pittsburg Utilities Department customer account record is generally considered public information under Texas Government Code, Chapter 552 (Public Information Act). However, the Texas Utilities Code, Chapter 182 (Rights of Utilities Customers), provides that a government-operated utility may not disclose personal information, 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, if the customer requests that the government-operated utility keep the information confidential.\*

This form enables you to request confidentiality of certain information under Texas Utilities Code, Chapter 182. If you wish to request confidentiality of your information, please check the boxes below and return this form with your payment.

Customer Name: \_\_\_\_\_

Address: \_\_\_\_\_

Account Number: \_\_\_\_\_

- I request that personal information (address, telephone number, and social security number) in my account record maintained by the City of Pittsburg Utilities Department be kept confidential under Texas Utilities Code, Chapter 182.
- I request that any information relating to the volume or units of utility usage or the amounts billed to or collected from me for utility usage maintained by the City of Pittsburg Utilities Department be kept confidential under Texas Utilities Code, Chapter 182.

You may rescind your request for confidentiality by providing the City of Pittsburg Utilities Department written permission to disclose your personal information. A government-operated utility or an officer or employee of a government-operated utility is immune from civil liability for a violation of Texas Utilities Code, Subchapter B.

\*A government-operated utility may disclose information related to the customer's volume or units of utility usage or amounts billed to or collected from the customer for utility usage if the primary source of water for such utility is a sole-source designated aquifer. A request for confidentiality under Chapter 182 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.

## Retail Service Agreement

- I. **PURPOSE.** The City of Pittsburgh is responsible for protecting the drinking water supply from contamination or pollution which could result from improper system construction or configuration on the retail connection owner's side of the meter. The purpose of this service agreement is to notify each customer of the restrictions which are in place to provide this protection. The public water system enforces these restrictions to ensure the public health and welfare. Each retail customer must sign this agreement before The City of Pittsburgh will begin service. In addition, when services to an existing retail connection has been suspended or terminated, The City of Pittsburgh will not re-establish services unless it has a signed copy of this agreement.
  
- II. **RESTRICTIONS.** The following unacceptable practices are prohibited by State regulations.
  - A. No direct connection between the public drinking water supply and a potential source of contamination is permitted. Potential sources of contamination shall be isolated from the public water system by an air-gap or an appropriate backflow prevention device.
  - B. No cross-connection between the public drinking water supply and a private water system is permitted. These potential threats to the public drinking water supply shall be eliminated at the service connection by the installation of an air-gap or a reduced pressure-zone backflow prevention device.
  - C. No connection which allows water to be returned to the public drinking water supply is permitted.
  - D. No pipe or pipe fitting which contains more than 8.0% lead may be used for the installation or repair of plumbing at any connection which provides water for human use.
  - E. No solder or flux which contains more than 0.2 percent lead can be used for the installation or repair of plumbing at any connection which provides water for human use.
  
- III. **SERVICE AGREEMENT.** The following are the terms of the service agreement between THE CITY OF PITTSBURG and \_\_\_\_\_ (the Customer).
  - A. The City of Pittsburgh will maintain a copy of this agreement as long as the Customer and/ or the premises is connected to the Water System.
  - B. The Customer shall allow his property to be inspected for possible cross-connections and other potential contamination hazards. These inspections shall be conducted by the City of Pittsburgh or its designated agent prior to initiating new water service; when there is reason to believe that cross-connections or other

potential contamination hazards exist; or after any major changes to the private water distribution facilities. The inspections shall be conducted during the City of Pittsburgh's normal business hours.

- C. The City of Pittsburgh shall notify the Customer in writing of any cross-connection or other potential contamination hazard which has been identified during the initial inspection or the periodic re-inspection.
- D. The Customer shall immediately remove or adequately isolate any potential cross-connections or other potential contamination hazards on his premises.
- E. The Customer shall, at his expense, properly install, test, and maintain any backflow prevention device required by the City of Pittsburgh. Copies of all testing and maintenance records shall be provided to the City of Pittsburgh.

IV. ENFORCEMENT. If the Customer fails to comply with the terms of the Service Agreement, The City of Pittsburgh shall, at its option, either terminate service or properly install, test, and maintain an appropriate backflow prevention device at the service connection. Any expenses associated with the enforcement of this agreement shall be billed to the Customer.

CUSTOMER'S  
SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_