

Important
information on
reverse side.

Your Account
Privacy Options

Please return with
your payment.



2800 U.S. Hwy 281 North
P.O. Box 2449
San Antonio, Texas 78298-2449
210-704-SAWS(7297)
www.saws.org



Thank you for your confidence in trusting San Antonio Water System to provide you with water and wastewater services. We take this responsibility seriously.

We collect information to serve you

Our goal of delivering sustainable, affordable water services requires that we collect and keep certain personal information about you. Within San Antonio Water System we collect and share information internally:

- That you provide to us such as your name, address, contact information, driver's license and date of birth.
- About your historical and current water and wastewater usage for billing and planning purposes.
- A history of transactions that you have conducted with us through our mail, Internet, and phone bill payment systems. This information may include meter number, account number, account balance, payment history and account activity.
- Internet cookies and related technology that is used to manage our websites and improve services to you.

We share certain information about you as required by law

Because our main source of water is the Edwards Aquifer, SAWS may release certain information about you. This is outlined in the exceptions clause of the **Texas Utilities Code, Section 182.052**, Confidentiality of Personal Information, as follows:

"A government-operated utility may disclose information about the customer's consumption, amounts billed to or collected from our customers if the primary source of water for the utility (SAWS) is a sole-source designated aquifer (Edwards)."

SAWS may also release personal account information to the agencies and entities identified in Section 182.054. Since Open Records requests under the Texas Public Information Act apply to San Antonio Water System, certain information concerning your account — specifically account name, and consumption history — may be released to outside parties upon request.

Our policies and procedures have been developed in compliance with the **Texas Utilities Code, Section 182.052, Confidentiality of Personal Information.**

Your right to access your personal information

You have the right to request access to your personal information, which we have collected, and to request amendments to your information to ensure its accuracy and completeness.

To make a request to access your information or to request that certain personal information be confidential, please contact us in writing at the address below.

We would like to ensure that you understand our need to collect and use personal information in the delivery of our services. If you would like additional information, please contact us:

P.O. Box 2449
San Antonio, TX 78298-2449
service@saws.org
210-704-SAWS (7297)

Your right to limit access by others to your personal information

To limit access to your personal information such as address, date of birth, telephone number, please complete the form to the right and return it with your payment.

NOTE: PLEASE DISREGARD THIS NOTICE IF YOU HAVE COMPLETED THIS FORM IN THE PAST UNLESS YOUR SERVICE ADDRESS HAS CHANGED.

NOTE: According to Texas Utilities Code, Section 182.052, a customer's name and water consumption are subject to public access regardless of a customer's request for privacy.

PLEASE FILL OUT THIS FORM AND MAIL BACK WITH YOUR PAYMENT TO SAWS

I would like my personal information, including address and email, date of birth, telephone number to be kept private in accordance with Texas Utilities Code, Section 182.052. However, I understand that SAWS may provide personal account information to other agencies and entities identified in Section 182.054.

Name: _____

SAWS account number: _____

Phone number: _____

Email address: _____

SAWS is committed to being the responsible and reliable water and wastewater provider you expect. This commitment extends to the protection of our customers' personal information.

MAIL TO:

San Antonio Water System
P.O. Box 2449
San Antonio, TX 78298-2449

