



Dear NBU Customer,

Chapter 182 of the Texas Utilities Code gives an individual customer the right to request that personal account information be kept confidential. This includes the account holder’s address, telephone number, social security number, and usage and billing information.

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.

A customer may request confidentiality at any time. The request should be made by submitting this signed and completed form to NBU. A customer may rescind a request for confidentiality by providing NBU with written permission to disclose personal information

A confidentiality request does not prohibit NBU from disclosing account information to a Guarantor if the customer fails to pay NBU in full.

If you have any questions, please contact an NBU Customer Service Representative at (830) 629-8400.

Yes, I request my personal, usage, and billing information be kept confidential.

Account Number: _____ Phone Number: _____

Printed Account Holder Name: _____

Service Street Address: _____

Account Holder Signature: _____ Date: _____

Please return request to: NBU
Attn: Customer Service
P.O. Box 310289
New Braunfels, Texas 78131-0289