



## Cypress Cove Water Supply Corporation

180 Tanglewood Trail Ct., Spring Branch, TX 78070

Email – [ccwsc@gvtc.com](mailto:ccwsc@gvtc.com)

Office – 830-885-2440

Date: October 2, 2019

**RE: CYPRESS COVE WSC  
CONFIDENTIALITY OF PERSONAL INFORMATION CONTAINED  
IN UTILITY RECORDS**

Dear Members,

It is Cypress Cove WSC's goal to be transparent with our members and deliver excellent customer service and is never our intention to mislead or confuse customers. Therefore, this letter is in response to some concerns raised regarding the validity of the 'Confidentiality of Personal Information' letter recently mailed out, in attempts to clear up any confusion. I will address the concern raised about the Social Security numbers as well as give some scenarios in which the form may be practically used within Cypress Cove WSC.

Our confidentiality form includes Social Security numbers because the statute lists it in the items people can request be kept confidential. In practice, the SSN issue doesn't affect our members for a couple reasons:

- The Public Information Act (Sec. 552.147 Gov. Code) states that SSN's are excepted from disclosure. It also allows governmental bodies (WSC's) to redact those numbers from disclosure without having to first request a decision from the Attorney General.
- Regardless, our Service Application and Agreement form never asks for your SSN number, so it is not listed on your account to begin with, but even for those who have given their SSN for debit authorization, we would either redact that information or refuse to provide it, regardless of this form, so the SSN numbers are not an issue.

As it relates to solicitors or any person seeking customer lists or public information or contact info for directories and the like, CCWSC would legally have to provide that information on anyone, except those who've submitted the confidentiality form. The Act doesn't let you ask the requestor's purpose for the information; it just says we have to provide it if someone in the public requests it and there's not a valid reason to not hand it over (like the form). A couple of other scenarios for a member submitting the form may be:

1. If Neighbor A wants to know how much water Neighbor B is using, for example. The form allows people to opt in to keeping that info confidential.
2. If a community club wishes to form a neighborhood directory. The form allows people to opt out of the directory if contact info is requested.

*Again, your account here with CCWSC does not contain your Social Security number, so if you choose to submit the form, all other information would be applicable and kept confidential to anyone who asks.*

There will be discussion regarding the \$10 fee for the form submission at CCWSC's 10/9/19 board meeting.

As always, please feel free to contact our office at any time with questions. Thank you!

Sincerely,

*Angie Price*

CCWSC Administrative Office Manager