



City of Live Oak

Thank you for your confidence in trusting City of Live Oak to provide you with water and wastewater billing services. We take this responsibility seriously.

We collect information to serve you

- That you provide to us such as your name, address, contact information.
- 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, City of Live Oak may release certain information about you. This is outlined in the exception's 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 is a sole-source designated aquifer (Edwards)"

City of Live Oak 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 City of Live Oak, 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.

If you have any questions, please feel free to reach out to our Utility Specialist at 210-653-9140
Thank you from the City of Live Oak