

Connect	Transfer	Install
Cust	Prem	SO



**Bryan Texas Utilities**  
**P. O. BOX 8000**  
**Bryan, TX 77805-8000**  
**Phone (979) 821-5700 / Fax (979) 821-5795**  
**http://www.BTUtilities.com**

**\*\*WEBSITE APPLICATION\*\***

**Residential Application**

\*\*Residential Application Form must be completed in its entirety with attached driver's license copy in order to be processed.

**Customer Information**

First	Middle	Last	Customer Initials
Name: _____			
SSN: _____	DL: _____		
Employer: _____			
Spouse: _____ SS: _____			
Home Phone: _____ Cell: _____ Work: _____			

Middle Name	_____
	_____
First	_____
	_____
Last	_____
	_____

**Service Request**

Connect Date: _____	Customer Initials
Connect Address: _____	
Mailing Address: (If Different) _____	

**Service Needed**

**Deposit Options**

_____ Electric	_____ Garbage	_____ Cash or	_____ Letter of Credit
_____ Water	_____ Security Light(s)	_____ Check	_____ Deposit Waived
_____ Sewer		_____ Credit Card	
		_____ Cosigner	

Permanent Address / Nearest Relative:  
 (Name and Address) \_\_\_\_\_

**Please read the following conditions of this contract and sign below. Your signature indicates that you have read and understand all conditions, and that all the above information is correct.**

The applicant listed above on this contract hereby understands and agrees to the following:

- The Applicant acknowledges that utility accounts and deposits are not transferable between individuals and that the utility deposit will only be refunded in the name on the account. Utility deposits will be refunded upon disconnection of service and then only after the final bill has been applied.
- The Applicant acknowledges that the meters are the property of the City and that they may be turned on or off only as authorized by the City.
- The City has the right of access to meters whenever necessary. Failure to provide permanent access to meters may result in disconnection of service.
- I agree that BTU may hold me responsible for the past unpaid utility bills of any person that I allow to live with me or to occupy any building that has utility service in my name. I authorize BTU to transfer the balances of such unpaid utility bills to my account and to disconnect my utilities if those balances are not paid in full.
- Any unauthorized connection or disconnection of a meter is illegal and will result in the immediate termination of service and will be presumed to be the act or fault of the applicant.
- If at any time there is failure to pay when due any charge for service or repair, the City may discontinue service to any and all meters in the name of the Applicant until arrears and all appropriate fees are paid.
- The City is not responsible for loss resulting from interrupted service.
- The Applicant also agrees to abide by and consider as part of this contract any ordinance, rules and regulations the City adopts concerning utility service, Municipal and Rural.

**RIGHTS OF APPLICANT:** If there is a dispute concerning billing, the Applicant has the right to a consultation with the Utility Customer Service Department, BTU, 205 E. 28th Street, telephone number (979) 821-5700.

**Confidentiality**

The Texas Utilities Code, Chapter 182, provides that a customer may request that personal information and any information relating to the volume or units of utility usage, including amounts billed to or collected from, is kept confidential.\* If you wish to request confidentiality of that information, check this box:

**Please verify that all information is correct, sign and date the follow-up letter, attach a photocopy of ID, and return by due date.**  
**Date Deposit / Letter of Credit / Paperwork Due:** \_\_\_\_\_

**Applicant's Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

DATE:

CLERK:

Bryan Texas Utilities  
Policy on Privacy and Confidentiality

**I. Objective**

To establish fair information principals for Bryan Texas Utilities (BTU) in carrying out its responsibility to respect the privacy and confidentiality of its customers.

**II. Policy**

A. Notice

1. BTU discloses to its customers its policies and practices for the collection, maintenance, use, and disclosure of identifiable information about its customers.
2. BTU collects and maintains appropriate information about its customers as a routine part of its operations.
3. When providing electricity and related City of Bryan services, BTU collects information from its customers, including name, address, telephone number, social security number, and drivers license number.
4. Occasionally, BTU may survey a sample of its customers to collect information to identify needs or improve service.
5. Other activities by BTU or affiliated third parties acting on our behalf, either now or in the future, will result in the collection of additional information about customer's property and activities. This information will be collected and maintained only when and to the extent appropriate to provide service.
6. This notice describes generally BTU's privacy and confidentiality policies. The policy is not a formal limitation on the ability of BTU to use, manage, and disclose its records as the utility determines to be necessary, appropriate, or as required by law. It is subject to change without notice

B. Trust

1. General Practices: BTU maintains information about customers for purposes that are suitable to its operations and management. Information is collected only through lawful and fair means for appropriate purposes. BTU is committed to maintaining accurate, complete, timely, relevant, and appropriate information about its customers as necessary for the purpose for which the information is to be used.
2. Access and Correction: BTU generally permits its customers to access and seek correction of records about themselves that are used by BTU to provide service, for billing, and to manage accounts. Any person who wants to identify personal records maintained by BTU, access records, or correct the records should contact the utility.

C. Security

1. BTU maintains customer information with technical, administrative, and physical, safeguards to protect against loss, unauthorized access, destruction, misuse, modification, and improper disclosure. No record or computer system can ever be fully protected against every possible hazard. BTU provides reasonable and appropriate security to protect against foreseeable hazards.
2. BTU requires its employees and, when practicable and appropriate, its affiliates and contractors who have access to identifiable customer information to comply with this policy. Any employee or contractor who fails to comply with these rules may be subject to disciplinary action up to and including termination.

D. Use and Disclosure

1. BTU uses and discloses identifiable information about customers in defined and responsible ways in order to carry out its operations. This section describes how identifiable information about customers may be used and disclosed.
2. Records may be disclosed to affiliates or contractors hired by BTU to assist in carrying out operations, such as service, billing, and management functions to include legal, audit, and collections.
3. Customer information may be disclosed to and shared with commercial and consumer credit reporting agencies for credit related activities (e.g. the reporting of delinquent or bad debt).
4. Records may be disclosed to government regulators and other government agencies when authorized by law.
5. Records may be also be compiled in aggregate form for BTU management activities.
6. Records may be disclosed when required by law, such as in response to a search warrant, subpoena, or court order. BTU may use and disclose records for investigations into employee misconduct or for law enforcement investigations. Disclosures may also be made when appropriate to protect BTU's legal rights or during emergencies if physical safety is believed to be at risk. These events are unlikely, but they are possible. BTU will take reasonable steps to limit the scope and consequences of any of these disclosures.
7. Records may be shared with other utilities under shared service agreements or to meet operational requirements.
8. Records about a customer may be disclosed at the request of or with the permission of the customer.
9. In addition, customer information may be shared with affiliates and partners of BTU that offer products and services to customers.
10. BTU does not sell, rent, loan, exchange, or otherwise release mailing lists or telephone lists of customers. BTU does not disclose any information about a customer to non-affiliated third parties without the prior, written consent of the customer.

E. Questions and Disputes

1. This policy is maintained and supervised by BTU. Questions about the policy may be directed to the main office. Any disputes over access, correction, or other matters may also be directed to that office. BTU will do its best to resolve any questions or problems that arise regarding the use of customer information.

**III. Responsibility**

- A. The board shall ensure that this policy reflects current practices for personal information about customers.
- B. The General Manager shall insure that this policy is adhered to.

**IV. Exemptions to Chapter 182 of the Texas Utilities Code**

\*Notwithstanding your request, the information may be released 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.