



Tennessee Open Records Act

CONFIDENTIALITY OF CERTAIN RECORDS, TN ST 10-7-504

Public Information (*Assuming no Order of Protection)	Public Information (Requires Customer Approval)	Private Information (Red Flag & Order of Protection)
<ul style="list-style-type: none">• Monthly bill amount,• Current & Past Due Balance,• Monthly meter reading consumption (total amount),• Customer/account number,• Dates (cut off, last day to pay, due date, late fee date, etc.),• Payment receipts where the paying requester provides the address and customer name and• Bill copy, redacted to remove detailed protected information.	<p>Detailed transaction:</p> <ul style="list-style-type: none">• Added fees,• Removed fees,• Payments,• Adjustments,• Return payments,• Transfers,• Cross connection fee,• Meter reading, within a month (daily, hourly, reread reading)• Comments/ Notes,• Service order information and• Request to remove fees.	<p>Red Flag:</p> <ul style="list-style-type: none">• Social Security Number• Driver's License Number• Phone number• Mailing address <p>Order of protection:</p> <ul style="list-style-type: none">• No public information,• No payment taken,• Name,• Address,• Phone number and• Account/bill information.

We are protecting your detailed customer information from the public. To grant a person access to non-sensitive information, as shown in the above center box, please complete and return the customer account information Data Release Authorization and Change form. Otherwise only information in far left box can be given to the public.*