

**Rule No. 22**  
**Customer Information Sharing**

**GENERAL**

This rule establishes guidelines for the release of specific customer information to prescribed entities, if requested. This information will be used for the sole purpose of the calculation of local taxes, sewer fees, miscellaneous city fees and water conservation efforts, whereby the calculation of these fees/efforts depends upon the data held by Cal Water. Cal Water will enter into agreements with the requesting entities to ensure that the customer information shared is kept private and only used for the sole purpose for which it is intended. (T)

Cal Water will only release the following information to local government (city and county) and wholesale water agencies, if requested, for the purpose discussed above:

- Customer name (N)
- Service address (N)
- Billing address (L)
- Customer’s preferred contact information
- Water consumption data (this data may include service establishment and termination dates)

If a local government entity requires additional information or intends to use the information for purposes other than what is mentioned above, Cal Water will inform the entity it cannot release that information without having received prior customer consent to do so. (L)