

INSTRUCTIONS FOR THE RELEASE OF CUSTOMER RECORDS

Effective July 1, 2019, all requests for Customer Records, submitted to Mesa Water District (Mesa Water), are governed by Section 7 of the *Policy for Public Records* (Board adopted resolution). This Policy is available upon request and posted on the website at www.MesaWater.org.

The release of Customer Records (to anyone other than the Customer) shall be made only upon the submission of a properly completed Request. Requests that do not meet the following requirements may not be honored.

1. Request Requirements –

- Requests must be made using either Mesa Water's Release of Customer Records Form (Release Form) OR a Letter of Authorization from the Customer of Record in, or substantially in, the form provided by Mesa Water.
- Requests must be complete and legible.
- Information stated on the Release Form or Letter of Authorization must match Mesa Water's records, be accurate and authentic.
- Requests must be signed by one of the following:
 - Customer of Record (exactly as listed on their water bill); or
 - contact Person (as listed on the Customer of Record's Mesa Water account); or
 - someone with authority to sign on behalf of the Customer of Record (e.g., owner of the business, CEO, etc.).

2. Release of Customer Records Form – The Release of Customer Records Form is available upon request and posted on the website at www.MesaWater.org.

3. Letter of Authorizations – Letters of Authorization must meet the Request Requirements listed above and include all of the following:

- Customer's Name (exactly as it appears on the water bill) printed and signed by Customer
- Service address(s)
- Customer's contact information (e.g., phone number, e-mail)
- Description of records authorized for release
- Signature of the contact person or someone with authority to sign on behalf of the Customer (the signer's signature, printed name, and title must be included)
- Identification of the third-party Agent
- *Letters of Authorization must be on the company letterhead, if available.*

4. Upon change of the Customer or the Agent, a new Request must be completed and submitted to Mesa Water.

5. Release forms or Letters of Authorization are valid for a period of one year from the date of execution. A new Release Form or Letter of Authorization must be resubmitted to Mesa Water District for each request. Merely changing the date will not suffice, the release form/LOA must be re-signed.

6. **ALL QUESTIONS** regarding the content (e.g., billing, water usage) of the records provided should be directed to either the Customer of Record or to our Customer Services Department at (949) 631-1200.

7. Mesa Water® will attempt to respond to completed and submitted requests in a reasonable time, in accordance with the requirements of the Public Records Act.