

Proposed Customer Services Policies and TPU Privacy Policy Updates

PUB Study Session | October 14, 2026

LaTasha Wortham



Why Update the Policies Now?



Modernizing policies to reflect current operations, communication channels, and customer protections

Current operations

Customer Services policies were last comprehensively approved in 2020. Business practices, systems, and customer service processes have continued to evolve.

New communication channels

Outbound SMS provides another way to reach customers with timely account information and requires clear consent, privacy, and compliance standards.

Clearer protections

Recent lobby experiences and expanded data-sharing needs highlighted areas where clearer expectations and safeguards are appropriate.

Goal: Align policy with how TPU serves customers today while maintaining clear customer protections.

Customer Services Policies: Key Updates

Modernizing policies to reflect current business practices

Billing & payments

Billing practices, payment processing, refunds, credits, adjustments, and electronic payment options.

Deposits & service

Updates residential and commercial deposits, waiver criteria, credit verification, and service eligibility.

Collections & assistance

Updates payment arrangements, collection timelines, disconnection and reconnection procedures, and assistance guidance.

New policy areas

Adds SMS messaging and a Lobby Code of Conduct; updates or removes obsolete provisions.

Improves consistency, removes outdated language, and supports operational flexibility.

New: SMS Messaging Policy

Reach customers earlier, before disconnection

77,888

Disconnect notices
generated YTD

30,895

Disconnection events
YTD

2

Proactive SMS messages
before red notice

Initial use

- Payment arrangement reminders
- Outreach before red notice

Customer protections

Affirmative opt-in • Opt-out anytime • Privacy safeguards

Goal: Reach customers earlier while retaining required notices.

Disconnection totals represent events/accounts, not unique customers. Customers may appear more than once.

New: Lobby Code of Conduct

Clear expectations for privacy, safety, and appropriate use of the Customer Services lobby

Protect Customer Privacy

- Restricts recording where customer personal information is discussed, displayed, or exchanged, including transaction areas and lines
- Permits appropriate recording in other public lobby areas

Set Clear Conduct Expectations

- Defines disruptive and disorderly behavior
- Distinguishes public and employee-only spaces
- Addresses conduct interfering with customers, employees, or operations

Establish Consistent Enforcement

- Establishes authority to address violations
- Provides graduated responses, including removal and future access restrictions
- Developed with the City Attorney's Office

Goal: Protect customer privacy and safety while preserving appropriate public access to TPU facilities.

TPU Privacy Policy Updates

Updates address new communication practices and a specific operational data-sharing need

SMS consent and privacy

Adds protections for text message opt-in data and consent.

Opt-in information is not shared with affiliates or third parties except contracted text-messaging service providers.

Water usage data sharing

Allows water usage data to be provided to sewer districts or other sewer-system entities for billing.

A data-sharing / nondisclosure agreement is required, and use is limited to sewer billing and directly related purposes.

Both updates preserve the principle that customer information is used only for defined utility business purposes with appropriate safeguards.

Questions and Discussion