

Essential Information for Public Utility Providers



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Safe at Home Address Confidentiality Program

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This document will outline the information that public utility service providers need to be aware of and how to interact with program participants.

The Safe at Home Address Confidentiality Program is open to all victims of domestic abuse, stalking, human trafficking, rape, sexual battery, or any other sexual offense who satisfy eligibility and application requirements at no cost.

All state and local government officials are required to accept a program participant's substitute address as their official legal address, unless specifically otherwise provided by law. T.C.A. § 40-38-606(a).

However, Program participants may be required to provide their physical street address to a public utility service provider for the purpose of obtaining utility services.

When presented with a Certificate of Program Participation and requested to do so, all public utility service providers must treat the program participants residential address and all other identifying information as confidential in accordance with the Tennessee Public Records Act, compiled at Title 10, Chapter 7, Part 5. Participants should be directed to present this documentation and their request to the records custodian for the public utility service provider.

Public Utility Service Providers should also allow Program Participants to use the substitute address issued to them as part of their program participation as their official mailing address.

T.C.A. § 40-38-606(e)

"A program participant may be required to provide the program participant's residence address for purposes of obtaining utility services. Notwithstanding any contrary law, and except as otherwise provided by this part, if a program participant provides a utility service provider with evidence of certification as a program participant, the utility service provider shall treat the program participant's residence address and identifying information as confidential in accordance with the procedures established at § 10-7-504(15). In such instances, the program participant may also request that the utility service provider use the substitute address."