

OBTAINING INFORMATION FROM HUNTSVILLE UTILITIES AND TELECOMMUNICATION COMPANIES

1. **PURPOSE:** The purpose of this Written Directive is to establish guidelines for obtaining utility and telephone customer's name and address information (other than that available through directory assistance) necessary for a criminal investigation or law enforcement emergency situation.
2. **INFORMATION USAGE:** Information obtained from Huntsville Utilities and telecommunication companies shall be used only for law enforcement activities and shall not be disseminated outside of the Huntsville Police Department.
3. **REQUEST FOR INFORMATION:** Requests for information from Huntsville Utilities and telecommunication companies by members of the Huntsville Police Department, shall be made by employees on the authorized contact list and will contact the designated Utilities/Telecommunications employees, obtain the information, and relay it to the requesting member. The approved contact list is on file in the Chief of Police's office. Any changes to the authorized list must be approved by the Chief of Police.
4. **North Alabama Drug Task Force (NADTF):** The Sergeant of the North Alabama Drug Task Force (NADTF) shall be authorized to obtain utilities and telephone customer information without relaying the request through Police Communications.
5. **MANNER OF REQUEST:** Each person authorized to make requests for information shall be furnished with the name and telephone number of the contact person at Huntsville Utilities and/or the specific telecommunication company, who will process their request. Requests are to be made only to those persons identified. Requests made by any unauthorized Police employee will not be honored and shall be reported to the Chief of Police.