

Memorandum



CITY OF DALLAS

DATE February 9, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **Introducing the New DallasGo Payment Platform**

The City of Dallas collects payments from sixty-eight thousand registered online users through ePay (Biller Direct), the current payment system supported by Paymetric. As part of customer improvements and ease of doing business with the city, the new online payment platform **DallasGo** will be launched in spring 2024. Paymentus is the vendor providing functionality for the new payment platform. This memo provides an overview of **DallasGo**. We will provide additional information as we near the official launch date which is anticipated on March 25, 2024.

The new online payment platform will make it more convenient for customers to track, manage, and pay their Dallas Water Utilities (DWU) and other City of Dallas bills. The **DallasGo** payment platform is secure, mobile-friendly, and supports a range of devices. Customers will be able to view bills quickly and securely, make a payment, set up automatic payments, change payment methods or review account information.

Customers with an existing online account will receive instructions on activating their **DallasGo** profile. Customers that do not utilize the online portal will not need to do anything. To ensure account security, customers who previously registered for automatic payments will be required to re-enroll in AutoPay in **DallasGo**. The new payment platform will continue to allow customers to use their preferred payment method including debit cards, credit cards and electronic checks. **DallasGo** will offer a convenient one-time payment feature with the Guest Pay option. As part of our sustainable practices, all customers who currently receive both paper and electronic bills will receive only electronic bills. There are no additional fees for using the new payment platform.

Payments made by mail, automated phone system, in person at City Hall, at an authorized pay station or at the drive-up drop box between Young Street and Canton Street parallel to South Ervay Street will not be impacted.

A public education campaign is currently underway to inform customers of the transition from ePay to **DallasGo**. Those efforts will include the following:

- **DallasGo** webpage with frequently asked questions
- Email and direct mail to customers with instructions on how to activate their **DallasGo** profile
- Bill insert mailers to DWU customers
- Message on DWU invoices
- Training for DWU customer service representatives and 311 call center staff

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- Advertising campaign
- Press releases
- Social media campaign

DWU customer service representatives will be available at 214-651-1441, Monday through Friday from 8 a.m. to 5 p.m. to answer any questions and assist customers with the transition to **DallasGo**.

If you have questions, please contact me or Sarah Standifer, Interim Director of Dallas Water Utilities at sarah.standifer@dallas.gov.

Putting Service First,



Kimberly Bizer Tolbert
Deputy City Manager

c: T.C. Broadnax, City Manager
Tammy Palomino, City Attorney
Mark Swann, City Auditor
Billierae Johnson, City Secretary
Preston Robinson, Administrative Judge
Jon Fortune, Deputy City Manager

Majed A. Al-Ghafry, Assistant City Manager
M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager
Dr. Robert Perez, Assistant City Manager
Jack Ireland, Chief Financial Officer
Genesis D. Gavino, Chief of Staff to the City Manager
Directors and Assistant Directors