

# Memorandum



CITY OF DALLAS

DATE August 23, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **Dallas Water Utilities – Utility Bill Payment Plans Update**

This is a follow-up to the August 2, 2024, council memorandum regarding Dallas Water Utilities (DWU) offering payment plans to customers with accounts that are past due more than 60 days.

DWU is committed to working with customers and is offering 6-month payment plans. Customers will begin receiving the attached notification letter the week of August 26, 2024. The letter will encourage customers to establish a payment plan either online, by mail or by contacting customer service. Customers can also email [dwupaymentplan@dallas.gov](mailto:dwupaymentplan@dallas.gov) for assistance with establishing up to a 6-month payment plan.

Currently, 26% of Dallas Water Utilities customers have past due balances of more than 60 days. In 2022, it was 15% and pre-COVID-19 it averaged about 12%. Previously, 82,000 customers were enrolled in AutoPay in the ePay payment system. At this time, 6,000 or 7% of these customers have not enrolled in DallasGo. DWU is currently contacting these customers to provide assistance with setting up their DallasGo profile, if they choose to register. Accounts that are past due and are not set up on a payment plan will be subject to disconnection and late fees for non-payment starting Wednesday, September 18, 2024.

DWU customers have various options for making payments. Payments can be made online by registering for a user profile on DallasGo at [dallas.gov/DallasGo](https://dallas.gov/DallasGo) or using the Guest Pay feature to make a convenient one-time payment. Payments can also be made by mail, by phone at (214) 651-1441, in person at Dallas City Hall between 8 a.m. and 5 p.m., Monday through Friday, at an authorized pay station listed at [bit.ly/DWUPayStations](https://bit.ly/DWUPayStations), or the drop box outside City Hall in the driveway between Young Street and Canton Street.

Customers with questions regarding their account may contact DWU Customer Service at 214-651-1441 between 8 a.m. and 5 p.m., Monday through Friday. Hold times and call volumes may increase during this time.

DWU staff is attending city events in person to assist customers and is also identifying non-profit agencies that may be able to provide customers with financial assistance.

Should you require additional information, please feel free to contact Sarah Standifer, Director of Dallas Water Utilities, at [Sarah.Standifer@dallas.gov](mailto:Sarah.Standifer@dallas.gov).

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SUBJECT **Dallas Water Utilities – Utility Bill Payment Plans Update**  
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Service First, Now!



Dev Rastogi  
Assistant City Manager

[Attachment]

c: Kimberly Bizer Tolbert, City Manager (I)  
Tammy Palomino, City Attorney  
Mark Swann, City Auditor  
Biliera Johnson, City Secretary  
Preston Robinson, Administrative Judge  
Dominique Artis, Chief of Public Safety (I)  
M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager

Alina Ciocan, Assistant City Manager  
Donzell Gipson, Assistant City Manager (I)  
Robin Bentley, Assistant City Manager (I)  
Jack Ireland, Chief Financial Officer  
Elizabeth Saab, Chief of Strategy, Engagement, and Alignment (I)  
Directors and Assistant Directors



City of Dallas

<DATE>

<Name>

<House # & Street Name>

<City, State ZIP>

RE: Account Number <XXXXXXXXXX>

Dear Valued Customer,

**Records indicate that your Dallas Water Utilities (DWU) account is subject to disconnection; you may have already received a notice or will be receiving one soon.** To avoid disconnection of your service and late fees for non-payment, full payment of the past due balance or establishment of a payment plan is required no later than 10 business days after receipt of this notice. If you have any questions, please email us at [dwupaymentplan@dallas.gov](mailto:dwupaymentplan@dallas.gov).

**As of August 21, 2024, your past due balance is \$ <XXXX.XX>.**

The balance reflected above may not represent your current past due balance if you have recently made a payment.

**TO MAKE A PAYMENT:**

DWU customers can make payments online, by phone or in person. To pay online, visit [dallas.gov/DallasGo](https://dallas.gov/DallasGo). DallasGo is the online payment platform to pay your DWU bill. To register for a user profile, visit [dallas.gov/DallasGo](https://dallas.gov/DallasGo). Or use the Guest Pay feature to make a convenient one-time payment.

To pay by phone, call (214) 651-1441. Credit card, debit card and bank draft payments can be made using the automated phone system. In-person payments can be made at the second-floor lobby of Dallas City Hall between 8 a.m. and 5 p.m., Monday through Friday at 1500 Marilla Street, 2DS, Dallas, TX 75201. Customers can also make a payment at any DWU authorized pay station. For a list of customer pay station locations, please visit [bit.ly/DWUPayStations](https://bit.ly/DWUPayStations). Customers can also mail their payment to the City of Dallas by using the return envelope and payment stub included in the monthly invoice.

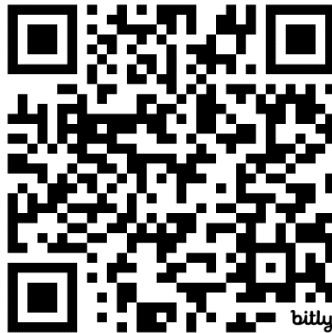


**City of Dallas**

**TO ESTABLISH A PAYMENT PLAN:**

To access the payment plan form and enroll to avoid disconnection, please type [bit.ly/DWUpaymentplan](https://bit.ly/DWUpaymentplan) (case-sensitive) in your browser or use the QR code below. You will need to provide your account number and service address zip code as your Authentication ID. Once payment plan arrangements are submitted, customers will receive a confirmation email for their records and no further action is required. If you are unable to establish a payment plan online, please use the attached form and mail it to us for processing.

Scan the QR code to  
complete the payment  
plan process online.



If you have recently paid your account in full or established a payment plan, thank you. No further action is needed. Customers may email [dwupaymentplan@dallas.gov](mailto:dwupaymentplan@dallas.gov) with any questions.

Thank you,

Dallas Water Utilities



City of Dallas

<DATE>

<Name>

<House # & Street Name>

<City State, ZIP>

RE: Número de cuenta <XXXXXXX>

Estimado cliente,

**Los registros indican que su cuenta de Servicios de Agua de Dallas (DWU, por sus siglas en inglés) está sujeta a la desconexión; es posible que ya haya recibido un aviso o que lo reciba pronto.** Para evitar la desconexión de su servicio y recargos por falta de pago, se requiere el pago completo del saldo adeudado o establecer un plan de pago, a más tardar 10 días hábiles después de recibir este aviso. Si tiene alguna pregunta, por favor envíe un correo electrónico a [dwupaymentplan@dallas.gov](mailto:dwupaymentplan@dallas.gov).

**A partir del 21 de agosto de 2024, su saldo adeudado es \$<XXXX.XX>.**

El saldo adeudado que aparece arriba puede variar de su saldo adeudado actual si usted recientemente hizo un pago.

#### **PARA REALIZAR UN PAGO:**

Los clientes de DWU pueden realizar los pagos en línea, por teléfono o en persona. Para realizar un pago en línea, visite [dallas.gov/DallasGo](https://dallas.gov/DallasGo). DallasGo es la plataforma de pago en línea para pagar sus facturas de agua. Para establecer un perfil de usuario, visite [dallas.gov/DallasGo](https://dallas.gov/DallasGo). O utilice la opción “Pago de invitado” para fácilmente hacer un pago único.

Para pagar por teléfono, llame al (214) 651-1441. Se pueden utilizar tarjetas de crédito, tarjetas de débito y cheques bancarios para hacer pagos en el sistema de pago telefónico. Los pagos en persona se pueden hacer en el vestíbulo de la Alcaldía de Dallas entre las 8 a.m. y 5 p.m., de lunes a viernes, ubicada en 1500 Marilla Street, 2DS, Dallas, TX 75201. También se pueden hacer pagos en cualquier estación de pago autorizada de DWU. Para obtener una lista de las ubicaciones de las estaciones de pago para clientes, visite [bit.ly/DWUPayStations](https://bit.ly/DWUPayStations). Los clientes pueden también enviar su pago a la Ciudad de Dallas utilizando el sobre de remitente y el talón incluido con su factura mensual.



City of Dallas

**PARA ESTABLECER UN PLAN DE PAGO:**

Para acceder al formulario del plan de pago e inscribirse para evitar la desconexión, escriba [bit.ly/DWUpaymentplan](https://bit.ly/DWUpaymentplan) (sensible a mayúsculas y minúsculas) en su navegador o utilice el código QR que aparece a continuación. Necesitará proveer el número de su cuenta y el código postal de la dirección de servicio para la identificación de autenticación (Authentication ID). Una vez que los arreglos del plan de pago sean enviados, los clientes recibirán un correo electrónico de confirmación para sus registros y no se requerirá ninguna otra acción. Si no puede establecer su plan de pago en línea, por favor utilice el formulario adjunto y devuélvalo por correo para que sea procesado.

Escanee el código QR  
para realizar el proceso del  
plan de pago en línea.



Si recientemente ha pagado su cuenta en su totalidad o ya ha establecido un plan de pago, gracias. No es necesario realizar ninguna otra acción. Los clientes pueden enviar un correo electrónico a [dwupaymentplan@dallas.gov](mailto:dwupaymentplan@dallas.gov) si tienen alguna pregunta.

Gracias,

Servicios de Agua de Dallas



**City of Dallas**

**Dallas Water Utilities  
Payment Plan Selection Form**

<DATE>

<Name>

<House # & Street Name>

<City, State, Zip code>

RE: Account Number <XXXXXXXXXX>

Dallas Water Utilities would like to work with you to set up a payment plan. As of August 21, 2024, your past due balance is \$ <XXXX.XX>. The past due balance may not represent your current past due balance if you have recently made a payment. To set up a payment plan by mail, please check the box below. Promptly return this form to our office at the address provided. The payment plan will be reflected in the next monthly invoice. Installment payments are in addition to your current bill balance. If you prefer to complete the payment plan process online, type [bit.ly/DWUpaymentplan](https://bit.ly/DWUpaymentplan) (case-sensitive) in your browser or scan the QR code below.

6 Month Payment Plan

**Mail this form to:**

DWU Customer Service  
1500 Marilla Street – 2DS  
Dallas, TX 75201

I certify that I am the account holder of record. I agree to the terms requested and understand that if I do not adhere to the payment plan, the payment plan will be terminated and the past due balance will be due in full.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date





City of Dallas

**Servicios de Agua de Dallas  
Formulario de selección del plan de pago**

<DATE>

<Name>

<House # & Street Name>

<City State, Zipcode>

RE: Número de cuenta <XXXXXXX>

Los Servicios de Agua de Dallas quieren ayudarle a establecer un plan de pago. A partir del 21 de agosto de 2024, su saldo adeudado es \$<XXXX.XX>. El saldo adeudado que aparece puede variar de su saldo adeudado actual si usted recientemente hizo un pago. Para establecer un plan de pago por correo, por favor marque la caja que aparece a continuación. Devuelva este formulario lo antes posible a nuestra oficina a la dirección indicada. El plan de pago se reflejará en la próxima factura mensual. Los pagos del plan se suman al saldo de su factura actual. Si prefiere realizar el proceso de plan de pago en línea, escriba [bit.ly/DWUpaymentplan](https://bit.ly/DWUpaymentplan) (sensible a mayúsculas y minúsculas) en su navegador o escanee el código QR que aparece abajo.

Plan de pago de 6 meses

**Envíe este formulario por correo a:**

DWU Customer Service  
1500 Marilla Street - 2DS  
Dallas, TX 75201

Yo certifico que soy el titular registrado de la cuenta. Estoy de acuerdo con las condiciones solicitadas y entiendo que si no me adhiero al plan de pago, el plan de pago se cancelará y el saldo adeudado se tendrá que pagar en su totalidad.

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Firma

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Fecha

