

Memorandum



CITY OF DALLAS

DATE April 8, 2022

TO Honorable Mayor and Members of the City Council

SUBJECT **Update to the Dallas Water Utilities Campaign to Establish Payment Plans**

The purpose of this memo is to share information on the Dallas Water Utilities (DWU) marketing campaign encouraging customers with outstanding balances of more than 60 days to establish payment plans prior to April 30, 2022. DWU, like most water utilities across the country, suspended water disconnections and late fee charges in March 2020 at the start of the COVID-19 pandemic. Currently, thirteen percent of DWU customers have past due balances of more than 60 days with a median balance of \$199.30.

In August 2021, DWU began a two-month public outreach campaign to connect with customers who have past due balances and assist them in establishing payment plans to meet their individual budget needs. All residential customers received an insert in their August and September utility bills last year encouraging them to contact DWU customer service and establish a payment plan if their account is past due. Currently, DWU has established 6,529 payment plans for customers who need additional time to pay their utility bill. DWU will send postcards in English and Spanish (attached) in April and May of 2022 to all past due customers urging them to contact DWU customer service to establish a payment plan to avoid a water disconnection.

DWU understands that customers with past due balances are facing financial hardships and will continue to assist customers by developing a payment plan that fits their budget. DWU will also assist customers with identifying non-profit agencies that may be able to provide financial assistance. As part of DWU's outreach campaign, customers will be encouraged to contact DWU to set up a payment plan and avoid late fees and water disconnection by calling water customer service at 214-651-1441, Monday through Friday from 8:00 a.m. – 5:00 p.m. As the country and City move towards a new normal, DWU will resume water disconnections during the month of June of 2022. Our goal is to assist each and every customer to maintain this essential service and help in any way we can.

A handwritten signature in black ink, appearing to read 'Kimberly Bizer Tolbert'.

Kimberly Bizer Tolbert
Deputy City Manager

c: T.C. Broadnax, City Manager
Chris Caso, City Attorney
Mark Swann, City Auditor
Billerae 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
Robert Perez, Interim Assistant City Manager
Carl Simpson, Interim Assistant City Manager
M. Elizabeth Reich, Chief Financial Officer
Genesis D. Gavino, Chief of Staff to the City Manager
Directors and Assistant Directors

AVOID WATER SERVICE DISRUPTION!

As a courtesy reminder, Dallas Water Utilities (DWU) resumed water disconnections on past due accounts and began applying late fees to accounts with past due balances on October 1, 2021 to ensure the continued and efficient delivery of utility services. If you have not made appropriate payment arrangements, there is still an opportunity to avoid service disruption by making a payment to your account before the termination date referenced on your Termination Notice.

If you are unable to make a full payment and need to set up a payment arrangement, we are here to help! Please call (214) 651-1441 and press 2. DWU Customer Service agents are available to assist you Monday through Friday from 8:00 a.m. to 5:00 p.m. You may also send an email to dwupaymentplan@dallascityhall.com.

Payments may be made using any of the following customer platforms:

By phone, using our automated telephone system at (214) 651-1441; this option is available 24 hours a day, 7 days a week.

Online at the City of Dallas ePay site at: dallascityhall.com

In person at Dallas City Hall, 1500 Marilla Street, Room 2DS, Dallas, TX 75201, Monday through Friday from 8:00 a.m. to 5:00 p.m.

¡EVITE LA INTERRUPCIÓN DEL SERVICIO DE AGUA!

Como recordatorio de cortesía, el Servicio de Agua de Dallas (DWU, por sus siglas en inglés) restableció las desconexiones del servicio de agua en cuentas atrasadas en los pagos y comenzó a aplicar cargos por mora a las cuentas con saldos atrasados el 1 de octubre de 2021 para garantizar la prestación continua y eficiente de los servicios públicos. Si no ha realizado los acuerdos de pago pertinentes, todavía tiene la oportunidad de evitar la interrupción del servicio al realizar un pago en su cuenta antes de la fecha de cancelación del servicio a la que se hace referencia en su Notificación de Cancelación del Servicio.

Si no puede realizar un pago completo y necesita establecer un acuerdo de pago, ¡estamos aquí para ayudarlo! Por favor, llame al (214) 651-1441 y presione 2. Los oficiales del Servicio al Cliente de DWU están disponibles para ayudarlo de lunes a viernes de 8:00 a.m. a 5:00 p.m. También puede enviar un correo electrónico a dwupaymentplan@dallascityhall.com.

Los pagos pueden realizarse utilizando cualquiera de las siguientes plataformas para clientes:

Por teléfono, utilizando nuestro sistema telefónico automatizado al (214) 651-1441; esta opción está disponible las 24 horas del día, los 7 días de la semana.

En línea en el sitio de ePay de la Ciudad de Dallas en: dallascityhall.com

En persona en la Alcaldía de Dallas, en 1500 Marilla Street, Oficina 2DS, Dallas, TX 75201, de lunes a viernes de 8:00 a.m. a 5:00 p.m.



dallas water utilities
city of dallas

1500 Marilla Street, 2DS
Dallas, Texas 75201

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