

Memorandum



CITY OF DALLAS

DATE December 6, 2019

TO Honorable Mayor and Members of the City Council

SUBJECT **Dallas Water Utilities Billing System Outage**

The Dallas Water Utilities (DWU) billing system has been experiencing technical difficulties since Wednesday, December 4, 2019. Progress has been made toward system restoration, and business process validation will occur Saturday, December 7, 2019. It is anticipated the system will be available to customers on Sunday, December 8, 2019.

Customer payments cannot be made online or by telephone during this time. Informational messages instructing customers on alternative payment methods were posted as a public alert on the City of Dallas website homepage, as a blog post on <http://www.dallascitynews.net>, on DWU's webpage, and on DWU's customer service telephone system. The message informs customers they may make payments in-person at the lobby at Dallas City Hall, 1500 Marilla, 2DS or at any Fidelity Express pay station location.

DWU will not perform water disconnection activities while the system is offline to allow affected customers enough time to make their payments and/ or make payment arrangements. Once the system is available to customers, all communication channels will be updated with the appropriate information.

If additional information is needed please contact Terry Lowery, Director of Dallas Water Utilities, at 214-670-3188.

A handwritten signature in blue ink, appearing to read 'Majed Al-Ghafry'.

Majed Al-Ghafry, P.E.
Assistant City Manager

c: T.C. Broadnax, City Manager
Chris Caso, City Attorney (Interim)
Mark Swann, City Auditor
Biliera Johnson, City Secretary
Preston Robinson, Administrative Judge
Kimberly Bizzor Tolbert, Chief of Staff to the City Manager
Jon Fortune, Assistant City Manager

Joey Zapata, Assistant City Manager
Nadia Chandler Hardy, Assistant City Manager and Chief Resilience Officer
Michael Mendoza, Chief of Economic Development and Neighborhood Services
M. Elizabeth Reich, Chief Financial Officer
Laila Aleqresh, Chief Innovation Officer
M. Elizabeth (Liz) Cedillo-Pereira, Chief of Equity and Inclusion
Directors and Assistant Directors