

Memorandum



CITY OF DALLAS

DATE September 18, 2020

TO Honorable Mayor and Members of the City Council

SUBJECT **Dallas Water Utilities Payment Posting Error**

The purpose of this memo is to share information regarding a Dallas Water Utilities (DWU) payment posting error with our third-party vendor, Paymetrics.

Approximately 12,000 accounts, or 3 percent, of DWU's customers were impacted for a total amount of \$3,288,547.70. The identified payments did not settle or process with Bank of America due to a system fault with Paymetrics. While the customer's DWU account shows paid in the SAP billing system, it did not clear the customer's financial institution. The posting error was on credit card payments received from AutoPay, IVR and Biller Direct and occurred between April 2020 and July 2020.

Paymetrics will be correcting their process with the City of Dallas. In the interim, Information Technology Services, the City Controller's Office, and DWU are working together to monitor system batch jobs and the daily reconciliation to prevent a recurrence of this issue while the process is being corrected.

DWU will notify all impacted customers by letter on Monday, September 21, 2020. The payments will be reversed on Friday, September 25, 2020. Customer accounts will reflect the payment as an outstanding balance on the next monthly bill. Customers will be informed that their water service will not be interrupted and that they will be permitted 45 additional days to resubmit their payment. Staff will work closely with those that require additional time to pay. If customers need additional information or have questions, they may contact DWU Customer Service at 214-651-1441.

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

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

c: T.C. Broadnax, City Manager
Chris Caso, City Attorney
Mark Swann, City Auditor
Billierae 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
Dr. Eric A. Johnson, Chief of Economic Development and Neighborhood Services
M. Elizabeth Reich, Chief Financial Officer
Laila Alequresh, Chief Innovation Officer
M. Elizabeth (Liz) Cedillo-Pereira, Chief of Equity and Inclusion
Directors and Assistant Directors