

# Memorandum



CITY OF DALLAS

DATE September 27, 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 23, 2024, City Council memorandum regarding Dallas Water Utilities (DWU) offering payment plans to customers with accounts that are past due more than 60 days. Accounts that are past due and do not have a payment plan are subject to disconnection and late fees for non-payment.

DWU is committed to working with customers and is offering 6-month payment plans. DWU sent notification letters the week of August 26, encouraging customers with a past due balance of more than 60 days to establish a payment plan either online, by mail or by contacting customer service. Of the 26% of DWU customers that had a past due balance of more than 60 days in August 2024, 34% have now established a payment plan or paid their account in full. Customers subject to disconnection have been notified in accordance with established procedures.

DWU continues to encourage customers to email [dwupaymentplan@dallas.gov](mailto:dwupaymentplan@dallas.gov) for assistance with establishing a payment plan. 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. Additionally, 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.

As a reminder 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.

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

Service First, Now!

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Assistant City Manager

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