

Memorandum



CITY OF DALLAS

DATE May 17, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **DallasGo Update**

This memo is a follow-up to information previously provided about DallasGo, the City's new online payment platform. The new platform launched on Monday, March 25, 2024. As a security measure, customer banking information did not transfer to the new payment portal.

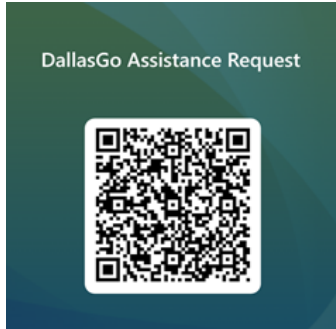
DallasGo offers more functionality and makes it easier for Dallas residents to pay Dallas Water Utilities (DWU) and other City of Dallas bills. Customers can quickly view bills, set up secure automatic payments, change payment methods or review account information. DallasGo also offers a convenient one-time payment option, without creating a profile or logging in, by using the Guest Pay feature.

We are pleased to share that since the implementation of DallasGo, over 47,586 customers have re-enrolled in Autopay and 85,897 customers have registered on DallasGo. Previously, 82,000 customers were enrolled in the ePay payment system. To date, we have received 180,244 payments out of 313,320 accounts on the new payment portal.

DallasGo continues to have a robust public education campaign that includes a DallasGo webpage with FAQs, emails to existing customers, direct mail to AutoPay customers, water bill inserts, messages on DWU invoices, City Council memos, print advertising, a social media campaign and DallasGo videos. Customer outreach efforts also include collaborating with 311's Dallas City Hall on the Go. DWU will continue its public education campaign in the community and on all platforms.

Customers have several options for obtaining assistance with setting up their DallasGo account. Customers may visit dallas.gov/DallasGo to learn more about DallasGo and to activate their DallasGo profile. If customers have any questions, they can send email to dallasgo@dallas.gov, use the QR code below, or call DWU Customer Service at 214-651-1441 between 8 a.m. and 5 p.m., Monday through Friday. Dallas 311 is addressing long hold times, which have increased due to the spike in calls, by implementing temporary staffing while simultaneously expediting the onboarding process for a new class of agents.

DATE May 17, 2024
SUBJECT **DallasGo Update**
PAGE **2 of 2**



Should you require additional information, please feel free to contact me or Sarah Standifer, Director of DWU at sarah.standifer@dallas.gov.

A handwritten signature in blue ink, consisting of several loops and strokes, is positioned above the printed name.

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

c: Kimberly Bizer Tolbert, City Manager (I)
Tammy Palomino, City Attorney
Mark Swann, City Auditor
Biliera Johnson, City Secretary
Preston Robinson, Administrative Judge
Jon Fortune, Deputy City Manager

M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager
Dr. Robert Perez, Assistant City Manager
Donzell Gipson, Assistant City Manager (I)
Robin Bentley, Assistant City Manager (I)
Jack Ireland, Chief Financial Officer
Genesis D. Gavino, Chief of Staff to the City Manager
Directors and Assistant Directors