

Memorandum



CITY OF DALLAS

DATE March 20, 2026

TO Honorable Mayor and Members of the City Council

SUBJECT **Dallas Water Utilities Billing Software System Upgrade**

This memo provides an update on the implementation of the new and improved self-service citywide integrated billing software system that will provide services supporting Dallas Water Utilities' (DWU) DallasGo online payment platform.

To prepare for the upgrade, the current DallasGo online payment platform will temporarily go offline from May 1 – May 17, 2026. It is important to note that there will not be any water service disconnects while the billing system is offline. During this timeframe, customers will not have online access to their water account or receive water account invoices in the mail. The automated phone system at 214-651-1441 will allow customers to speak with a representative, but payments will not be accepted by phone.

During the upgrade transition period, customers may continue to make payments by mail, at an authorized payment station or in person at Dallas City Hall. Please note that in-person payments will be accepted by cash, check or money order only during this time. These payment options will remain available before and after the go-live date.

DWU will launch the upgraded billing system to integrate with the DallasGo online payment platform on Monday, May 18, 2026. Following implementation of the upgraded billing system, DWU will resume issuing water bills and accepting payments on the DallasGo online payment platform, by mail and on the automated phone system. Customers will continue to have several free payment options including AutoPay using eCheck (with a bank routing and account number), paying by mail with a check or money order, or making in-person payments at Dallas City Hall. A 3.15% convenience fee per transaction will be issued directly to the payment processor for online credit card payments and one-time payments made on the upgraded DallasGo online payment platform or the automated phone system.

A public education campaign has been undertaken to prepare customers for the new billing software system upgrade and to provide customers with instructions for accessing their DallasGo profile and re-enrolling in AutoPay after implementation.

For the latest updates customers may visit dallas.gov/DallasGo. In addition, a copy of the water bill insert that will begin going out to customers next week is attached for your awareness and use in district communications.

If you have any questions, please contact Sarah Standifer, Director of Dallas Water Utilities, at sarah.standifer@dallas.gov.

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Service First, Now!



Dev Rastogi, P.E.
Assistant City Manager

Attachment: Water Bill Insert

c: Kimberly Bizer Tolbert, City Manager
Tammy Palomino, City Attorney
Mark Swann, City Auditor
Billerae Johnson, City Secretary
Preston Robinson, Administrative Judge
Dominique Artis, Chief of Public Safety
M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager

Alina Ciocan, Assistant City Manager
Donzell Gipson, Assistant City Manager
Robin Bentley, Assistant City Manager
Jack Ireland, Chief Financial Officer
Ahmad Goree, Chief of Staff to the City Manager
Directors and Assistant Directors



DallasGo to Offer New Features to Simplify and Enhance the Customer Experience

Dallas Water Utilities (DWU) is committed to offering a seamless, secure and user-friendly online payment experience. As part of these efforts, DWU will implement a new billing system in spring 2026, to integrate with the **DallasGo** online payment platform. The upgrade will introduce new features within **DallasGo** including: real-time account balance; self-service dashboards for customer requests and assistance; additional ways for customers to view their water usage online; and online enrollment for payment plans.

What Customers Need to Know

To prepare for the upgrade, the **DallasGo** online payment platform will temporarily go offline at the beginning of May 2026. At that time, customers will not have access to their water account online or receive their water invoices in the mail. The automated phone system at 214-651-1441 will allow customers to speak with a representative, but payments will not be accepted. **It is important to note that there will not be any water service disconnects while the billing system is offline.**

During the transition period, customers may make payments by mail, at an authorized payment station or in person at Dallas City Hall. Please note that in-person payments at Dallas City Hall will be accepted by cash, check or money order only during this time. These payment options will remain available before and after the go-live date.

Following implementation of the upgraded billing system in spring 2026, DWU will begin issuing water bills and accepting payments on the **DallasGo** payment platform, by mail to customers and on the automated phone system.

Current DallasGo Users

Customers with a current **DallasGo** profile will be required to re-register their profile on the upgraded **DallasGo** payment platform. All DWU customers should be on the lookout for an activation letter arriving by mail in early May 2026. This letter will include a new account number and step-by-step instructions on how to register and re-enroll in AutoPay on the upgraded **DallasGo** online platform.

AutoPay Customers

AutoPay payments will be deactivated prior to the launch. Customers will receive an email from DallasGo@dallas.gov and an activation letter from DWU with instructions for accessing their **DallasGo** profile. Customers are encouraged to re-enroll in AutoPay once the updated system goes live.

For the latest updates and FAQs, scan the QR code or visit dallas.gov/DallasGo. For questions or assistance, call DWU Customer Service at 214-651-1441, Monday through Friday, 8 a.m. to 5 p.m.





DallasGo ofrecerá nuevas funciones para simplificar y mejorar la experiencia del cliente

Servicios de Agua de Dallas (DWU, por sus siglas en inglés) está comprometido a ofrecer una experiencia de pago en línea fluida, segura y fácil de usar. Como parte de estos esfuerzos, DWU lanzará un nuevo sistema de facturación en la primavera de 2026 que se integrará con la plataforma de pago en línea **DallasGo**. La actualización introducirá nuevas funciones en **DallasGo** que incluyen: el saldo de la cuenta en tiempo real; tableros de autoservicio para solicitudes y asistencia al cliente; formas adicionales para que los clientes vean su consumo de agua en línea; y la inscripción en línea para planes de pago.

Lo que los clientes deben saber

En preparación para la actualización, la plataforma de pago en línea **DallasGo** estará fuera de servicio a principios de mayo de 2026. Durante ese tiempo, los clientes no podrán acceder a su cuenta de agua en línea ni recibirán sus facturas de agua por correo. El sistema telefónico automatizado del 214-651-1441 permitirá a los clientes hablar con un representante, pero no se aceptarán pagos. **Es importante señalar que no habrá desconexiones en el servicio de agua mientras el sistema de facturación esté fuera de servicio.**

Durante el período de transición, los clientes podrán seguir haciendo pagos por correo, en las estaciones de pago autorizadas y en la Alcaldía de Dallas. Tenga en cuenta que los pagos en persona en la Alcaldía solo aceptarán efectivo, cheque o giro postal durante este tiempo. Estas opciones de pago seguirán disponibles antes y después de la fecha de la implementación.

Tras la implementación del sistema de facturación actualizado en la primavera de 2026, DWU comenzará a emitir facturas de agua y a aceptar pagos en la plataforma de pago **DallasGo**, por correo postal a los clientes y a través del sistema telefónico automatizado.

Usuarios actuales de DallasGo

Los clientes que actualmente tengan un perfil en DallasGo tendrán que volver a inscribirse para un perfil en la plataforma de pago **DallasGo** actualizada. Todos los clientes de DWU deben estar atentos a la llegada de una carta de activación por correo a principios de mayo de 2026. Esta carta incluirá un nuevo número de cuenta e instrucciones paso a paso sobre cómo reinscribirse para un perfil y para hacer pagos automáticos en la plataforma de pagos **DallasGo** actualizada.

Clientes que hacen pagos automáticos

Los pagos automáticos se desactivarán antes de la implementación. Los clientes que hacen pagos automáticos recibirán un correo electrónico de DallasGo@dallas.gov y una carta de activación de DWU con instrucciones para acceder su perfil de **DallasGo**. Se recomienda a los clientes reinscribirse para hacer pagos automáticos una vez que el sistema actualizado entre en funcionamiento.

Para conocer las últimas novedades y preguntas frecuentes, escanee el código QR o visite dallas.gov/DallasGo. Si tiene alguna pregunta o necesita ayuda, llame a atención al cliente de DWU al 214-651-1441, de lunes a viernes, de 8 a.m. a 5 p.m.

