

Memorandum



CITY OF DALLAS

DATE July 30, 2021

TO Honorable Mayor and Members of the City Council

SUBJECT **Dallas Water Utilities Campaign to Establish Payment Plans**

The purpose of this memo is to share information on the Dallas Water Utilities (DWU) marketing campaign encouraging customers with outstanding balances of more than 60 days to establish payment plans prior to October 2021. DWU, like most water utilities across the country, suspended water disconnections and late fee charges in March 2020 at the start of the COVID-19 pandemic. Currently fifteen percent of DWU customers have past due balances of more than 60 days with a median balance of \$291.55.

DWU will begin a two-month public outreach campaign to connect with customers who have past due balances and assist them in establishing payment plans to meet their individual needs. All residential customers will receive an insert (see attached) in both their August and September utility bills encouraging them to contact customer service and establish a payment plan if their account is past due. DWU is also partnering with Communication, Outreach & Marketing and the Office of Community Care. These partnerships will ensure the campaign reaches our customer base, identify agencies that can assist customers with past due utility bills and assist DWU with community outreach through social media and other media outlets.

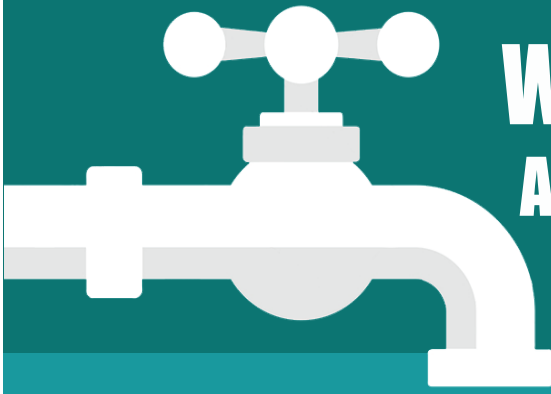
DWU understands that customers with past due balances are facing financial hardships and will continue to assist customers by developing a payment plan that fits their budget. DWU will also assist customers with identifying non-profit agencies that may be able to provide financial assistance. As part of DWU's outreach campaign, customers will be encouraged to contact DWU to set up a payment plan and avoid late fees and water disconnection by calling water customer service at 214-651-1441, Monday through Friday from 8:00 a.m. – 5:00 p.m. As the country and City move towards a new normal, DWU will resume water disconnections during the month of October 2021. Our goal is to assist each and every customer to maintain this essential service and help in any way we can.

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
Billerae 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
Dr. Eric A. Johnson, Chief of Economic Development and Neighborhood Services
M. Elizabeth Reich, Chief Financial Officer
M. Elizabeth (Liz) Cedillo-Pereira, Chief of Equity and Inclusion
Directors and Assistant Directors



Water Bill Past Due?

As disconnections resume, we are here to help!



Dallas Water Utilities (DWU) suspended water disconnections and late fees in March of 2020, at the onset of the COVID-19 pandemic. DWU understands the need for all of our customers to have these essential services. As the country reopens and returns to normal, so is Dallas Water Utilities. To ensure continued and efficient delivery of utility services, DWU will resume water disconnections for accounts that are past due and will again apply late fees for past due balances starting October 1, 2021.

Dallas Water Utilities is still here to assist you during these difficult times. We value all of our customers and will work with each and every customer to establish a payment plan that fits your budget. Customers who establish payment plans will avoid disruption of services and continue to avoid late fees.

Homeowners:

If you are behind on your water bill and are unable to make your full payment at this time, please contact us at (214) 651-1441 to discuss your options for establishing a payment plan that meets your needs. Our specially trained Customer Service Agents are available Monday through Friday from 8:00 a.m. to 5:00 p.m.

Renters:

If you are a renter and need assistance paying your utility bill and/or your rent, please visit <https://bit.ly/codrentrelief>. This website will be updated regularly as other assistance opportunities become available.

To make a payment:

If you would like to make a payment on your DWU account, please contact (214) 651-1441 or visit DWU's ePay website at Dallascityhall.com.

For additional resources, contact 311.

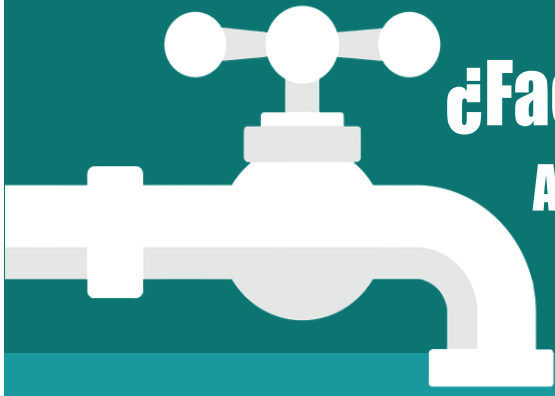
如需額外其他資源，請聯繫 311

如需其他更多資源，請聯絡 311

추가로 자료가 필요한 경우, 311 로 연락하세요.

Để biết thêm thông tin, vui lòng liên hệ với 311

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¿Factura de agua vencida?

Al reanudarse las desconexiones, ¡estamos aquí para ayudar!

Los Servicios de Agua de Dallas (DWU, por sus siglas en inglés) suspendieron las desconexiones de agua y los cargos por retraso en marzo de 2020, al inicio de la pandemia por COVID-19. DWU entiende la necesidad que tienen todos nuestros clientes de recibir estos servicios básicos. A medida que el país vuelve a la normalidad, también lo hacen los Servicios de Agua de Dallas. Para garantizar servicios públicos continuos y eficientes, DWU reanudará las desconexiones de agua para las cuentas que están atrasadas y volverá a aplicar cargos por retraso en el pago a partir del 1 de octubre de 2021.

Los Servicios de Agua de Dallas siguen estando aquí para ayudarle durante estos tiempos difíciles. Valoramos a todos nuestros clientes y trabajaremos con cada uno de ellos para establecer un plan de pago que se ajuste a su presupuesto. Los clientes que establezcan planes de pago evitarán la interrupción de los servicios y continuarán evitando los cargos por demora.

Propietarios de viviendas:

Si está atrasado en el pago de su factura de agua y no puede hacer el pago completo en este momento, por favor póngase en contacto con nosotros llamando al (214) 651-1441 para discutir sus opciones para establecer un plan de pago que se ajuste a sus necesidades. Nuestros agentes de servicio al cliente especialmente capacitados están disponibles de lunes a viernes de 8:00 a.m. a 5:00 p.m.

Inquilinos:

Si usted es un inquilino y necesita ayuda para pagar su factura de servicios públicos y/o su alquiler, por favor visite <https://bit.ly/codrentrelief>. Este sitio web se actualizará regularmente a medida que haya otras oportunidades de asistencia disponibles.

Para hacer un pago:

Si desea hacer un pago en su cuenta de DWU, por favor, llame al (214) 651-1441 o visite el sitio web ePay de DWU en Dallascityhall.com.

PARA OBTENER RECURSOS ADICIONALES,
PONGASE EN CONTACTO CON EL 311

如需額外其他資源，請联系 311

如需其他更多資源，請聯絡 311

추가로 자료가 필요한 경우, 311 로 연락하세요.

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