

Memorandum



CITY OF DALLAS

DATE September 2, 2022

TO Honorable Mayor and Members of the City Council

SUBJECT **Dallas Water Utilities Residential Disconnects for Non-Payment Resume
September 6, 2022**

The purpose of this memorandum is to remind the Dallas City Council that Dallas Water Utilities (DWU) will resume residential disconnects. Customers who have failed to establish payment arrangements will be subjected to disconnects for non-payment on residential accounts starting on Tuesday, September 6, 2022 as stated in the July 29th memorandum to the City Council.

As previously communicated, DWU created a public outreach campaign to connect with customers who had past due balances and assist them in establishing payment plans to meet their individual needs. All residential customers received an insert in their August and September 2021 utility bills encouraging them to contact customer service and establish a payment plan if their account is past due. In April and July 2022, postcards were mailed to residential customers with past due amounts, encouraging them to contact DWU to establish a payment plan. An additional postcard was mailed in August of 2022 to market funding available for those customers that qualify for utility assistance.

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 has also partnered with Dallas County and the Texas Department of Housing and Community Affairs – Health and Human Services to assist in streamlining funding distribution for the Low-Income Housing Water Assistance Program (LIHWAP) and to assist DWU customers in applying for the Texas Utility Help Program. To date these programs have paid approximately \$65,000 to DWU and assisted Dallas customers in need. Customers can apply for these programs at texasutilityhelp.com or by calling 855-566-2057 or Dallas County at 214-819-1848. Please continue to encourage residents to reach out to DWU to set up their initial payment plan and avoid late fees and water disconnection by calling 214-651-1441, Monday through Friday from 8:00 a.m. – 5:00 p.m. Our goal is to assist every customer and help in any way possible.

Should you require additional information at this time or if you have questions, please contact Terry Lowery, Director of Dallas Water Utilities, at terry.lowery@dallas.gov.



Kimberly Bizer Tolbert
Deputy City Manager

c: T.C. Broadnax, City Manager
Chris Caso, City Attorney
Mark Swann, City Auditor
Billerae Johnson, City Secretary
Preston Robinson, Administrative Judge
Jon Fortune, Deputy City Manager
Majed Al-Ghafry, Assistant City Manager

M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager
Dr. Robert Perez, Assistant City Manager
Carl Simpson, Assist City Manager
Jack Ireland, Chief Financial Officer
Genesis Gavino, Chief of Staff/Office of Resilience
Directors and Assistant Directors