

HOW TO PAY YOUR WATER BILL

Dallas Water Utilities (DWU) offers customers several options to pay their water bill. Choose the payment method that is convenient to you.

1

PAY ONLINE

- Register for a profile on DallasGo, the new online payment platform, at dallas.gov/DallasGo. Or use Guest Pay to make a convenient one-time payment.
- Send questions about DallasGo to dallasgo@dallas.gov or submit a request at bit.ly/dallasgoassistance.
- Once you set up a profile, you can sign up for automatic payments using AutoPay.

2

PAY IN PERSON

- Visit the second floor lobby of Dallas City Hall and sign in for assistance from a DWU representative.
- Visit bit.ly/DWUPayStations to find an authorized payment station near you.
- Deliver a payment by check or money order using the drop box outside City Hall, in the driveway between Young Street and Canton Street.

3

OTHER WAYS TO PAY

- Call (214) 651-1441 to make a payment using the automated phone system.
- Mail your payment using your return envelope and payment stub to:
City of Dallas
City Hall, 2D South
Dallas, TX 75277
- If you have a past due balance of more than 60 days, email dwupaymentplan@dallas.gov for assistance with setting up a payment plan.

For additional assistance, call DWU Customer Service at 214-651-1441, between 8 a.m. and 5 p.m., Monday through Friday.

