

# Memorandum



CITY OF DALLAS

DATE August 2, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **Dallas Water Utilities – Utility Bill Payment Plans**

In March 2024, Dallas Water Utilities (DWU) implemented DallasGo, the new online payment platform. Water service interruptions and late fees were not applied during the transition to DallasGo. There are 122,195 customers registered on DallasGo and 66,127 using AutoPay functionality. Currently, 26% of DWU customers have past due balances of more than 60 days with a median balance of \$127.52. Accounts that are past due and do not have a payment plan will be subject to disconnection and late fees for non-payment starting Wednesday, September 18, 2024.


DWU is committed to working with customers to set up a payment plan. All residential and commercial customers with an account that is past due more than 60 days will receive a letter the week of August 19, 2024. The letter will encourage customers to establish a payment plan either online, by mail or by contacting customer service. DWU will also be sharing social media posts with information on payment plans and staff will be attending city events in person to assist customers. DWU will also assist customers with identifying non-profit agencies that may be able to provide financial assistance.

DWU customers can make payments online at [dallas.gov/DallasGo](https://dallas.gov/DallasGo). To register for a user profile on DallasGo, customers may visit [dallas.gov/DallasGo](https://dallas.gov/DallasGo) or use the Guest Pay feature to make a convenient one-time payment. Payments can also be made by mail, by phone at (214) 651-1441, in person at Dallas City Hall, at an authorized pay station, or the drop box outside City Hall in the driveway between Young Street and Canton Street. Customers with questions regarding their account may contact DWU Customer Service at 214-651-1441 between 8 a.m. and 5 p.m., Monday through Friday. Hold times and call volumes may increase during this time. Customers can also email [dwupaymentplan@dallas.gov](mailto:dwupaymentplan@dallas.gov) for assistance with establishing a payment plan.

Should you require additional information, please feel free to contact Sarah Standifer, Director of Dallas Water Utilities at [Sarah.Standifer@dallas.gov](mailto:Sarah.Standifer@dallas.gov).

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PAGE **Page 2 of 2**

Service First, Now!



Dev Rastogi  
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  
Dominique Artis, Chief of Public Safety (I)  
M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager

Alina Ciocan, Assistant City Manager  
Donzell Gipson, Assistant City Manager (I)  
Robin Bentley, Assistant City Manager (I)  
Jack Ireland, Chief Financial Officer  
Elizabeth Saab, Chief of Strategy, Engagement, and Alignment (I)  
Directors and Assistant Directors