

Memorandum



CITY OF DALLAS

DATE March 22, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **New DallasGo Payment Platform Launches March 25, 2024**

The purpose of this memorandum is to provide an update on DallasGo, the City's new online payment platform that will replace the existing system, ePay (Biller Direct). The new platform will go live on Monday, March 25, 2024. AutoPay customers received a targeted postcard with information on the need to re-enroll in Autopay if they wish to continue making convenient automatic payments.

DallasGo will offer more functionality and make it easier for residents to pay Dallas Water Utilities (DWU) and other City of Dallas bills. Customers can quickly view bills, set up secure automatic payments, change payment methods or review account information. DallasGo also offers a convenient one-time payment option, without creating a profile or logging in, by using the Guest Pay feature.

As part of our ongoing efforts to prepare customers for the transition from the existing system to DallasGo, DWU has undertaken a DallasGo public education campaign that includes a DallasGo webpage with FAQs, emails to existing customers, direct mail to AutoPay customers, water bill inserts, messages on DWU invoices, training of DWU customer service staff and 311 call center staff, council memos, print advertising, a social media campaign and DallasGo videos. The customer outreach efforts will continue when the platform is available to customers.

To facilitate the transition to DallasGo, customers with an existing AutoPay account are receiving a DallasGo introductory email and an email with instructions on activating their DallasGo profile. This past weekend, DWU sent the DallasGo introductory email to 143,000 ePay customers. About 27,000 customers may have received an email addressed with an incorrect account holder name. DWU resent a revised DallasGo introductory email to the affected customers.

During the transition to DallasGo, online and telephone payment options will be unavailable to customers beginning Thursday, March 21, 2024, at 6 p.m. through Monday, March 25, 2024, at 8 a.m., when DallasGo goes live. During this time frame, customers can make payments by mail, in person at Dallas City Hall with cash, checks or money orders and at authorized payment stations. There will be no water service interruptions or late fees applied during this transition.

DATE **March 22, 2024**
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PAGE **2 of 2**

Customers who prefer not to use the online platform can continue to make payments by mail, by phone, 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.

DWU customer service representatives are available at 214-651-1441, Monday through Friday, from 8 a.m. to 5 p.m. to answer any questions and assist customers with the transition to DallasGo.

If you have questions, please contact me or Sarah Standifer, interim director of Dallas Water Utilities, at sarah.standifer@dallas.gov.

Putting Service First,



Kimberly Bizzor Tolbert
Deputy City Manager

c: T.C. Broadnax, City Manager
Tammy Palomino, City Attorney
Mark Swann, City Auditor
Biliera Johnson, City Secretary
Preston Robinson, Administrative Judge
Jon Fortune, Deputy City Manager

Majed A. Al-Ghafry, Assistant City Manager
M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager
Dr. Robert Perez, Assistant City Manager
Jack Ireland, Chief Financial Officer
Genesis D. Gavino, Chief of Staff to the City Manager
Directors and Assistant Directors