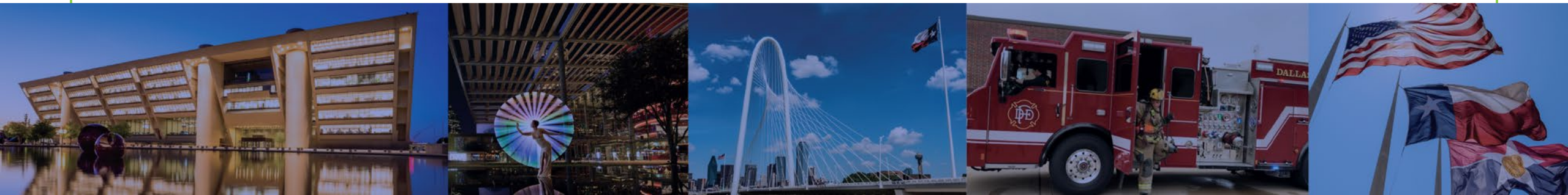




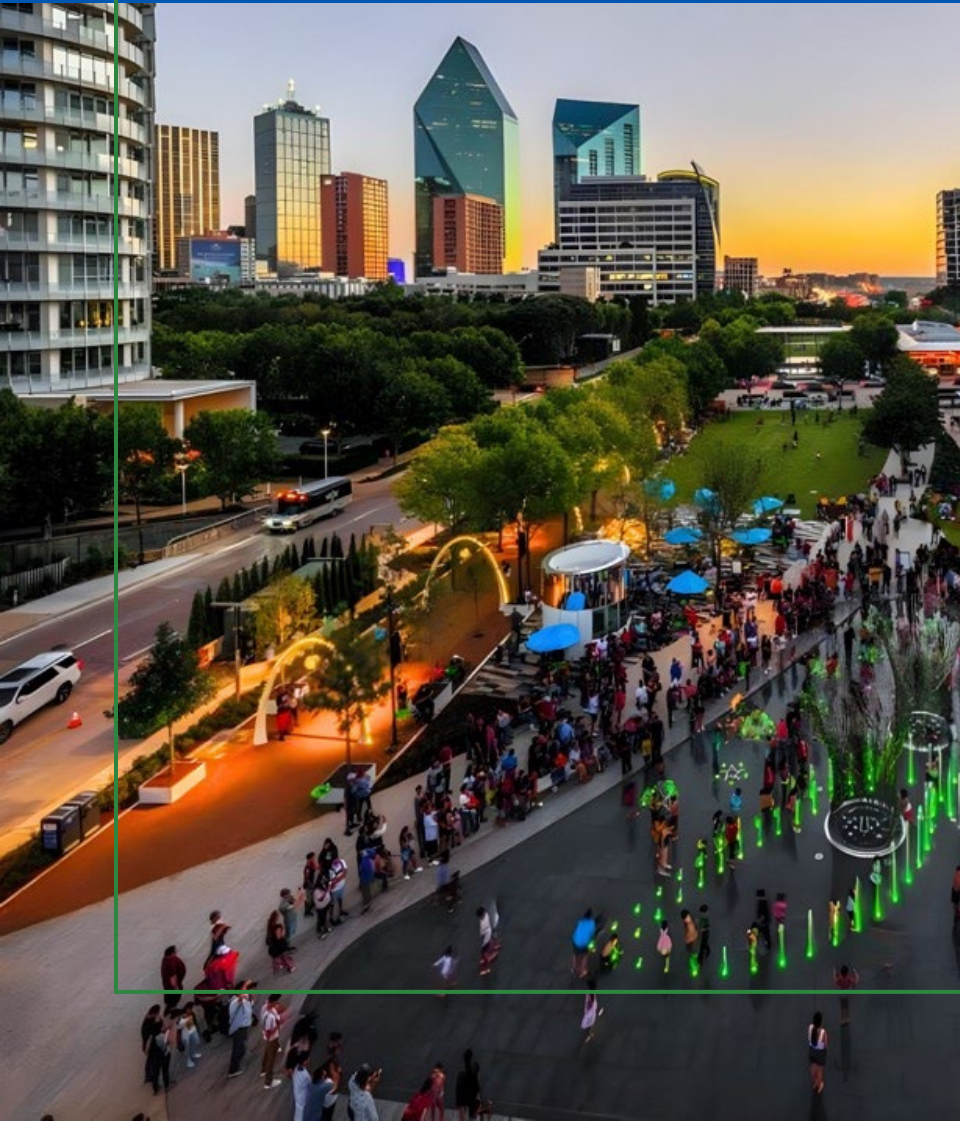
**SERVICE
FIRST,
NOW!**

DallasGO!

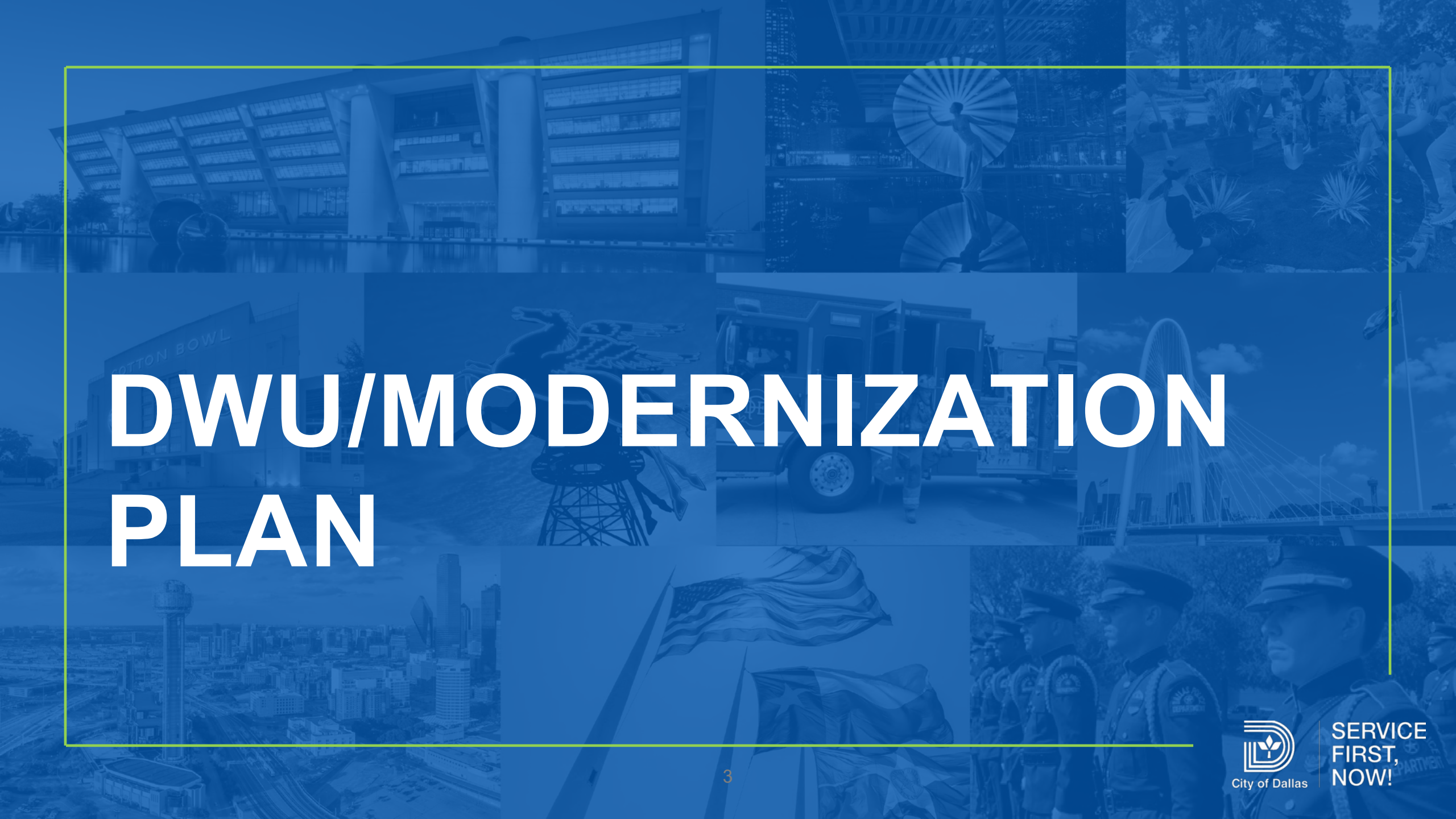
Dallas Water Utilities Newly Integrated Billing System Overview



Presentation Overview



- **DWU/MODERNIZATION PLAN**
- **DALLASGO UPGRADES**
- **BILL PAYMENT**
- **DWU CUSTOMER SERVICE**



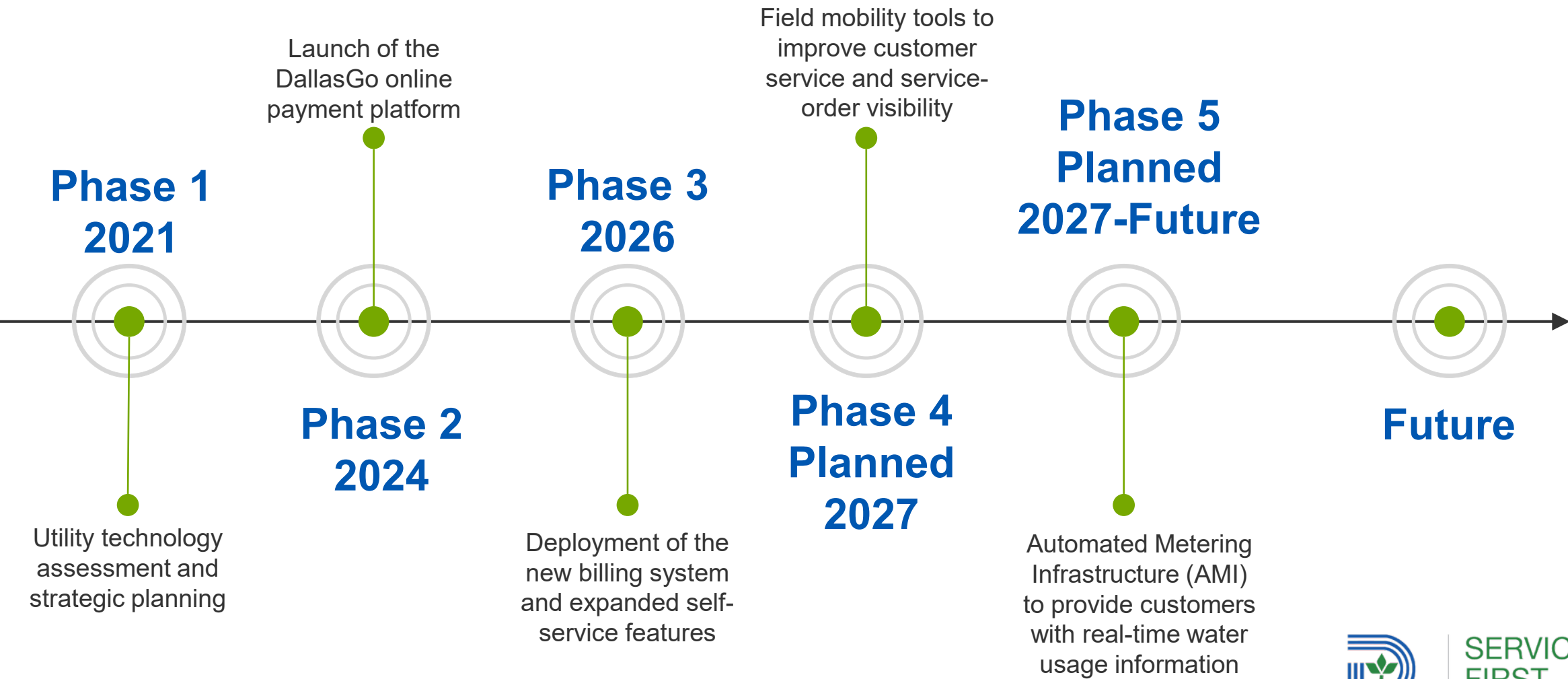
DWU/MODERNIZATION PLAN

DWU/Modernization Plan



- DWU launched a multi-year modernization initiative in 2020 to improve customer service, operational efficiency, and technology sustainability.
- The legacy billing system was approaching end-of-support in 2026, prompting the City to procure a modern utility billing solution that provides greater system stability, enhanced customer self-service options, and expanded capabilities for future improvements.
- These investments create a fully integrated utility ecosystem that enhances customer engagement and improves operational visibility.

DWU/Modernization Plan





DALLASGO UPGRADES

DallasGo Upgrades

Empowering Customers with More Control

DallasGo is the upgraded online platform that puts account management at your fingertips—anytime, anywhere.



Real-time account balances

Stay informed with up-to-date information.



Monitor water usage

View usage history and trends online.



Self-service tools

Submit requests and manage your account with ease.



Payment flexibility

Make one-time payments or enroll in AutoPay and payment plans online.



Secure. Reliable. Convenient.

A seamless experience designed with security and your time in mind.

- Upgraded DallasGo platform offers several new self-service features online that previously required assistance from customer service representatives:
 - Adjustment requests
 - Extension of payment
 - Program applications and inquiries
- To ensure the security of account information, everyone previously registered on DallasGo must register on the upgraded DallasGo.
- In March 2026, a public campaign began including bill inserts, emails to existing customers, direct mail to AutoPay customers, and updated webpage with FAQs.



BILL PAYMENTS

Bill Payments

- In FY 2025, Dallas Water Utilities (DWU) incurred approximately \$7 million in payment processing fees.
- DWU implemented a convenience fee for certain electronic payment methods. This fee helps offset the increasing payment processing costs charged by financial institutions and third-party payment processors rather than passing those costs on through utility rates.
- DWU had authority under Chapter 49 of the Dallas City Code to assess convenience fees for certain payment methods for more than 20 years, as authorized by previous City Councils.
- The convenience fee is charged as a percentage of the payment instead of a flat fee to follow state law. If DWU charged the same flat fee to everyone, customers with smaller bills could end up paying more than the legal limit. About 15% of residential customers have monthly bills under \$100. That means if a flat fee had been used, about 15% of residential customers would have been charged more than state law allows.
- The 3.15% convenience fee is paid directly to the third-party payment processor not DWU.
 - Applies only to one-time payments made through DallasGo and the automated phone system, or by debit or credit card.
 - The fee is charged as a percentage of the payment amount to ensure compliance with state law, since a flat fee could exceed the five percent limit on smaller bills.

Bill Payments

- This approach ensures that the costs associated with these payment methods are paid **only by customers who choose to use them**, rather than being shared by all ratepayers.
- Customers have access to several no-fee payment options, including AutoPay via eCheck, payment by mail using a check/money order, and in-person payments at Dallas City Hall.
- For example, a typical residential customer with a 5/8-inch meter using 8,300 gallons of water and 6,200 gallons of wastewater (based on the Winter Months Average), sanitation, stormwater and environmental cleanup charges, would have an average monthly utility bill of approximately **\$131**. If paid by credit or debit card, the 3.15% convenience fee would be about **\$4.12**, for a total payment of approximately **\$135.12**.

Bill Payments



City of Dallas
Utilities and Services



Account Number
Service Start Date 01/08/2008

Amount Due by 07/30/2026	\$124.00
Amount Due after 07/30/2026	\$124.00

Bill: Issued: 07/09/2026

Autopay is scheduled for 07/30/2026

Account Summary

Previous Amount Due	\$243.00
Payments Received	-\$243.00
Balance Forward	\$0.00

Special Messages

Register your profile on the upgraded DallasGo to manage your water account online! To get started, visit [dallas.gov/DallasGo](#), use the "Find Your New Account Number" tool and then view a step-by-step video or flyer to register.

Thank you for keeping it **GREEN** by using AutoPay and paperless bills.

Visit [www.dallaswqr.com](#) to view the City of Dallas 2025 Water Quality Report. For a printed copy, call 311.

Current Invoice Details

Residential Water (5/8" Meter #) (05/29 - 06/29)	
Water Customer Charge	\$5.93
Water Usage 0 - 4000 gallons	4,000 gal \$8.68
Water Usage 4000 - 10 000 gallons	1,800 gal \$8.66
Residential Sewer (5/8" Meter #) (05/29 - 06/29)	
Sewer Customer Charge	\$5.34
Sewer Usage	5,800 gal \$35.90
Stormwater Service (05/25 - 06/24)	
Stormwater Fee	\$12.84
Sanitation Services (05/25 - 06/24)	
Residential GAR Alley/Curb	1 roll cart \$40.09
Residential REC Alley/Curb	1 roll cart \$0.00
Sales Tax	\$3.31
Other Charges	
Environmental clean up fee	\$3.00
Watershare Donation	\$0.25
Total New Charges	\$124.00
Total Amount Due	\$124.00

Balances paid late include a late payment charge.

Contact Us

Email: WaterSpecialtyUnit@dallas.gov | Phone: 214-651-1441 | Mail: 1500 Marilla, 3A North, Dallas, TX 75201

Bill: 07/09/2026



Dallas Water Utilities
P.O. Box 670600
Dallas TX 75267

Account Number:

DO NOT PAY

\$ 124.00

You are enrolled in Autopay.
Amount owed will be drafted on 07/30/2026.

City of Dallas
P.O. Box 660025
Dallas TX 75266-0025

ONE-TIME PAYMENTS

Pay My Bill > Utility Bill # 1000995407

Review and Confirm

Payment Method



*****5454

Payment Date

Now (07/24/2026)

Primary Payment Amount

\$131.01

Optional Donation

Payment Amount

\$131.01

+

Convenience Fee

\$4.13

=

Total Amount

\$135.14

By clicking the PAY button, you agree to the 3.15% convenience fee charged by Paymentus to be added to this payment.

Back

Pay \$135.14



Check here for change of address on back

0000012400 0000012400 0000000000 2607301

DWU Customer Service



DWU Customer Service

DallasGO@dallas.gov or

214-651-1441 Monday through Friday 8 a.m. to 5 p.m.