



Dear Duncanville Utility Customer,

In July, the City of Duncanville announced a new look was coming to your September utility bill. That change is part of an upgrade to our utility billing system and online services. You will soon have real-time payments, consumption history, the ability to pay by credit card or EFT, and account management features. These changes will not impact your utility services.

To offer enhanced services to you, maintain security, and streamline operations, the transition to a new platform will require you to re-register on the new billing portal after receiving the September utility bill, including the updated billing portal URL. The new portal will go live on September 27, 2021.

WHAT'S CHANGING

1. The look of your bill
2. The website you use to pay your bill

Your current account number will follow with you to the new system. When you visit the new portal for the first time, you will need to click the Register for a New Account button. This process will give you a new login and password. After receiving your confirmation email, you will use the login and password you created to access your account.

The new system will allow you to link multiple accounts. When linking accounts, use your current customer account number and account ID.

All logins and passwords stored in the old system will be purged in the interest of maintaining your security.

The City of Duncanville Utility Billing Department will be closed from September 22, 2021, to September 26, 2021, to accommodate the changeover to the new system and staff training. The transition to the new system will also limit customer service access to account information. Therefore, Utility Customer Service representatives will not take in-person payments during this time. They will also be unable to answer most questions about customer accounts.

You can continue to call (972) 780-5010 Monday through Friday from 8:00 AM to 5:00 PM. For after-hours emergency service, please call (972) 780-4959 or (972) 780-5013.

Thank you for being a City of Duncanville Utility customer.