



# A FREE TOOL TO TRACK YOUR WATER USAGE

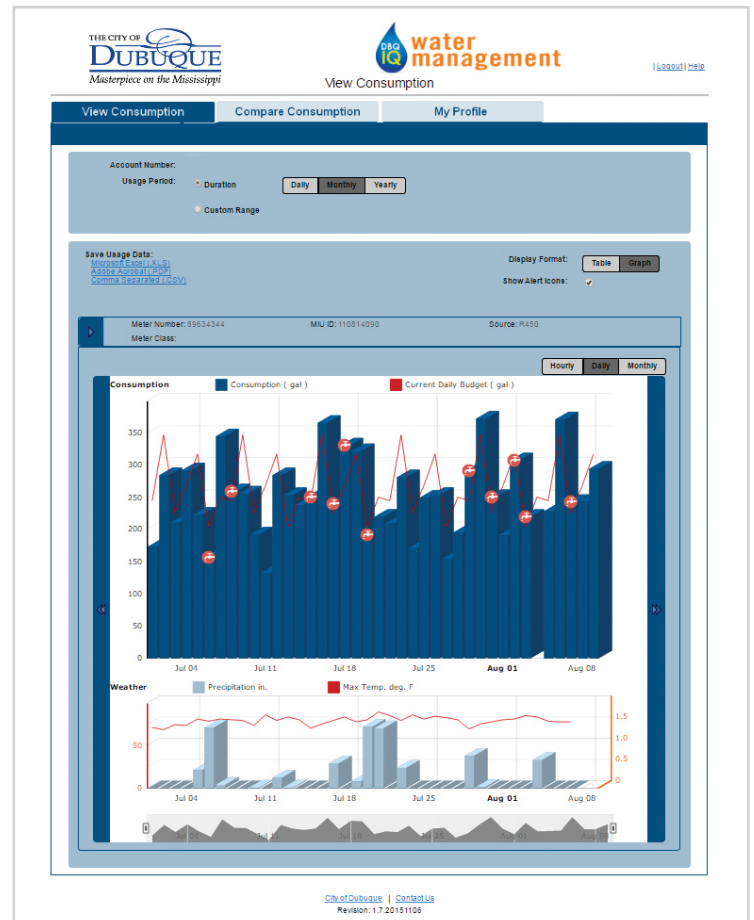
## What's your Water IQ?

### Did you know...

- A “running” toilet leak can waste more than 200 gallons a day and add \$60 to your monthly water bill?
- Laundry uses 20-45 gallons per load?
- Taking a shower uses 20-30 gallons?
- Taking a bath uses 30-40 gallons?
- A dishwasher uses 15-30 gallons per load?
- Flushing a toilet uses 3-7 gallons?
- Watering the lawn uses 3-10 gallons per minute?

The City of Dubuque offers DBQ IQ, a cloud-based, online data management and reporting service free for City water customers to monitor their utility accounts and water usage.

DBQ IQ is a water management “dashboard” that provides volunteer users online access to *water usage data specific to their utility account*. The dashboard displays the customer’s daily water consumption in gallons in context with weather data (temperature and precipitation). DBQ IQ also allows users to compare a particular period of consumption to their average consumption, compare their consumption to other averages, and set up *automatic leak or backflow alerts* to be sent to them by email. The data can be displayed as a graph or in table form. A “daily water budget” is also offered and is calculated based on the account’s average water use for that day of the week.



Dashboard - sample screen shot

There is no fee to use the service and the only requirement of users is internet access. To complete the registration process, please have your most recent utility bill to provide your account number, meter number, and name as it appears on the bill. For additional information, call 563-589-4144 or email [utilityb@cityofdubuque.org](mailto:utilityb@cityofdubuque.org).

Visit [www.cityofdubuque.org/DBQIQ](http://www.cityofdubuque.org/DBQIQ)  
to register or for more information



# FAQs

## Do I need a new water meter or any additional equipment to participate?

No. Each household and business in Dubuque received a new water meter with the city-wide meter replacement program that ended in 2011. DBQ IQ interfaces with these new meters.

## I have more than one utility account with the City of Dubuque. Am I able to view all my accounts at once?

Customers with multiple accounts are able to access them all at once. Contact Utility Billing at 563-589-4144 or [utilityb@cityofdubuque.org](mailto:utilityb@cityofdubuque.org) for more information.

## I have a water leak. Does the City offer assistance to repair the leak?

There is a Water Leak Repair Grant available to assist customers with the cost of fixing a water leak. You may be eligible for a 50% reimbursement of the cost to make repairs, up to \$100. Contact Utility Billing at 563-589-4144 or [utilityb@cityofdubuque.org](mailto:utilityb@cityofdubuque.org) for more information.

## Can I receive notifications if there is unusual water consumption at my residence while I am away?

You are able to set up alarms on your DBQ IQ account to notify you if there is water usage while you are gone. *Please note: there is a 24-48 hour delay in water data and alerts.*



**Don't have internet access?**  
Call 563-589-4144 to register  
for text messages alerting you of unusual water usage.  
Please note that there is a 24-48 hour delay in water data and alerts.

## PAPERLESS BILLING

The City offers an electronic billing option as a convenience for customers to save paper and energy. Paperless billing participants receive an e-mail notification each month when their bill is available for online viewing. The service also features a secure, web-based interface that allows customers to not only view their bill online, but also past billing history and water consumption totals.

## REDUCED MONTHLY FEE

The City of Dubuque currently offers a 50% reduction in monthly refuse and stormwater fees for residential premises that qualify. The three areas of eligibility are age and annual income, family size and annual income, or extreme financial hardship. Learn more by calling 563-589-4144 or visiting [www.cityofdubuque.org/utilitybilling](http://www.cityofdubuque.org/utilitybilling).



## ONLINE BILL PAY

The City offers a variety of payment options for customers, three of which save a postage stamp or a trip to City Hall:

**Automatic clearing house payment (ACH)** - Payments are automatically deducted from the customer's financial institution account on the bill due date.

**E-check** - Payments are made on the City's website.

**Credit/Debit Card** - Payments are made on the City's website.

Details are available at [www.cityofdubuque.org/utilitybilling](http://www.cityofdubuque.org/utilitybilling).

For information, visit  
[www.cityofdubuque.org/utilitybilling](http://www.cityofdubuque.org/utilitybilling)  
or call Utility Billing at 563-589-4144

