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# NEWS RELEASE

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## Dubuque Offers ‘Paperless’ Utility Bills

DUBUQUE, Iowa – The City of Dubuque now offers residents a “paperless” utility billing option. This optional electronic billing option is offered as a convenience for customers who choose it and will reduce the City’s printing, paper, and postage costs.

Paperless billing participants will receive an email notification each month when their bill is available for online viewing. The new 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.

Customers who would like to participate in the program can enroll online at [www.cityofdubuque.org/utilitybilling](http://www.cityofdubuque.org/utilitybilling) or by calling 563-589-4147. To enroll, customers must provide an email address, their account number, and the service address.

“A number of customers have requested this option because, for more and more people, it’s how they prefer to do business,” said Utility Billing Supervisor Rose Hoerner. “We also believe it will be a better way for landlords to manage multiple accounts and a good option for customers who spend the winter months out of state.”

The cost savings this option will create for the City will be determined by the level of participation in the program. Based on a review of other cities, it appears a 15 percent participation rate may be realistic. Currently, approximately 22 percent of the City’s 22,000+ utility customers participate in automatic bill payment and others utilize the online payment options through the City’s website.

The City still offers all existing payment options to customers: by mail; in person or at drop boxes at City Hall; at area banks; debit/credit card payments (\$5 fee) over the phone, at City Hall, or via the City website; “E-check” payments (no fee) via the website; or automatic clearing house (ACH) payments (bills are automatically deducted from the customer’s bank account on the due date).

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

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