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NEWS RELEASE

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City Offers ‘WaterSmart’ Tool for Water Customers

DUBUQUE, Iowa – A free, new and improved water management tool and online payment portal, WaterSmart, is now available to City of Dubuque water customers. WaterSmart replaces DBQ IQ, the City’s previously offered water management tool.

The WaterSmart platform enables City water customers to monitor their water usage and costs with an easy-to-use web and mobile portal. The WaterSmart system gathers and analyzes data from the water meters installed as part of the City of Dubuque’s community-wide water meter replacement project that ended in 2011.

Through the WaterSmart portal, customers can:

- View detailed information on household water usage
- Compare their household water usage with similar households in the area
- Pay their bill
- Access current and past bills
- Check for water leaks
- Receive alerts
- View tips on how to save on water bills
- Enroll in paperless eBilling and sign up for auto-deducted payments

To register for WaterSmart, visit www.cityofdubuque.org/watersmart and use the account number listed on your water bill, followed by the five-digit zip code associated with the property where the water meter is located. To receive the most accurate water-use

estimations and comparisons to similar households, answer the simple profile survey once you have registered.

The WaterSmart platform will also be used by City staff to communicate alerts, such as water boil advisories, to customers with a WaterSmart profile. (Emergency alerts will also continue to be communicated through the City's free emergency notification service, CodeRED. More information on CodeRED is available at www.cityofdubuque.org/codered.)

The City's existing online utility bill payment option, available at www.cityofdubuque.org/utilitybilling, will eventually be transitioned to process entirely through WaterSmart. This is anticipated to occur by the end of 2018. At that point, all customers who wish to pay water bills online will need to register for WaterSmart.

For more information, contact the City of Dubuque Utility Billing Department at 563-589-4144 or utilityb@cityofdubuque.org.

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