



Dear New Dubuque Utility Customer,

As Mayor and on behalf of my City Council colleagues and the entire City staff, I am writing to thank you for choosing Dubuque as your home. Whether you are a new resident or business or a current resident opening a new utility account, the City of Dubuque is committed to delivering excellent services and programs that support a high quality of life and contribute to a sustainable city.

This packet contains a wealth of helpful information to connect residents to City services and programs and answer many common questions. I encourage you to review its contents and keep them handy for future reference. I would also like to take this opportunity to encourage you to become personally involved in your City government. Just a few options include:

- apply for a City board or commission,
- sign up for “Notify Me” updates and announcements on the City website,
- provide input or feedback on issues important to you,
- attend or watch City Council meetings or other public meetings, or
- follow the City of Dubuque on Facebook and/or Twitter.

Great things are being accomplished in Dubuque and I hope you will choose to play an active role in the community. Dubuque was awarded a 4-STAR Community Rating for national sustainability excellence in 2015. We are just the third Iowa community and the 25th in the nation to achieve this certification. The National Civic League named Dubuque a 2017 All-America City, an honor that our community is proud to have also won in 2013, 2012 and in 2007. *Site Selection* magazine ranked Dubuque fifth in the U.S. in 2013 for “Top Metropolitan Areas” with a population under 200,000.

Again, on behalf of the City of Dubuque organization, thank you for making Dubuque your home. We hope you are able to fully experience the many benefits of living in the “Masterpiece on the Mississippi.”

Sincerely,

Roy D. Buol
Mayor