

UTILITY BILLING CUSTOMER PORTAL

1

Access the Customer Portal

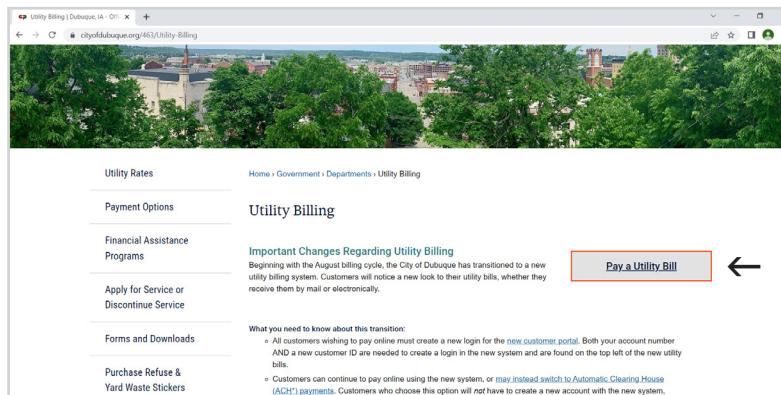
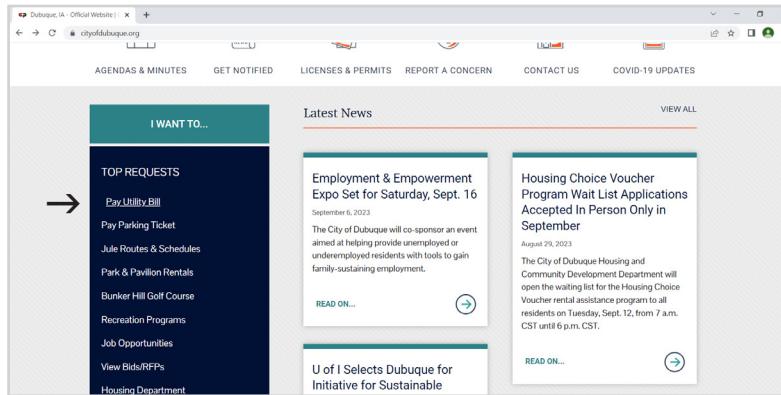
www.cityofdubuque.org

- Pay Utility Bill

OR

www.cityofdubuque.org/UB

- Pay a Utility Bill



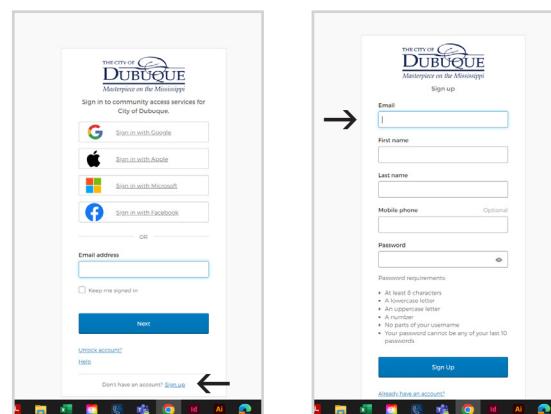
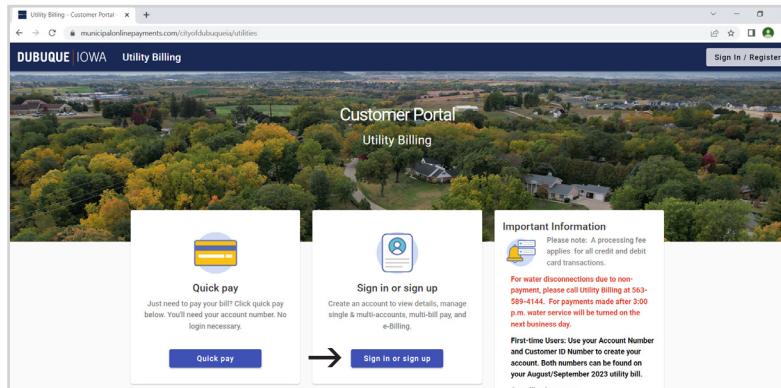
2

Create a Login Profile

When signing in **for the first time**, click "Sign in or sign up"

Scroll to the bottom and click "Sign up"

Fill in required information.



Need Assistance?

Utility Billing Office

563-589-4144

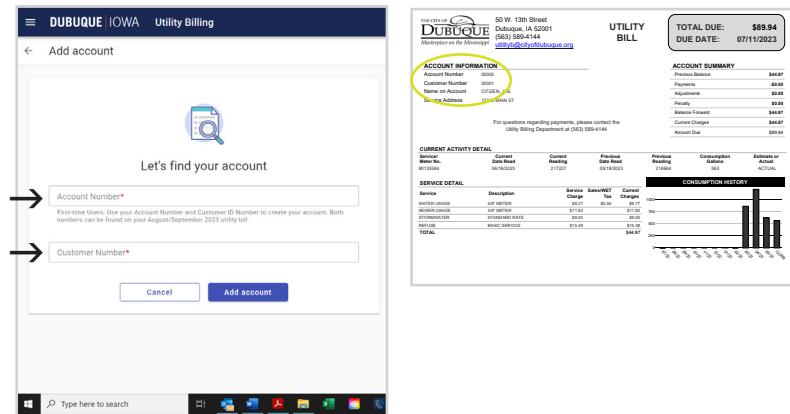
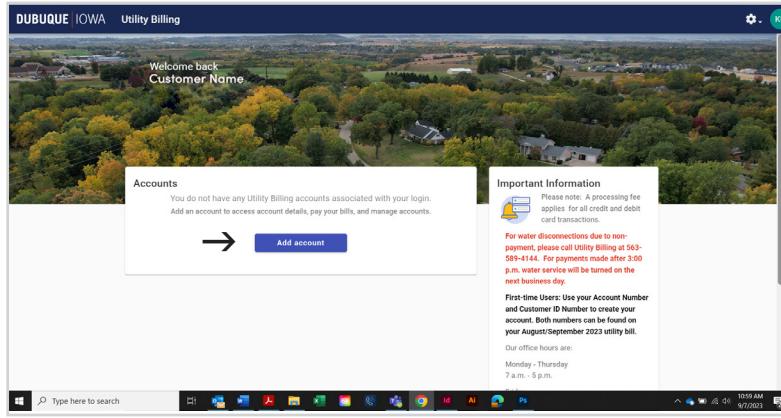
Hours: Monday - Thursday, 7 a.m. - 5 p.m.
Friday, 7 a.m. - 1 p.m.

4

Find Your Account

Once you're logged in, find your utility account by clicking "Add account."

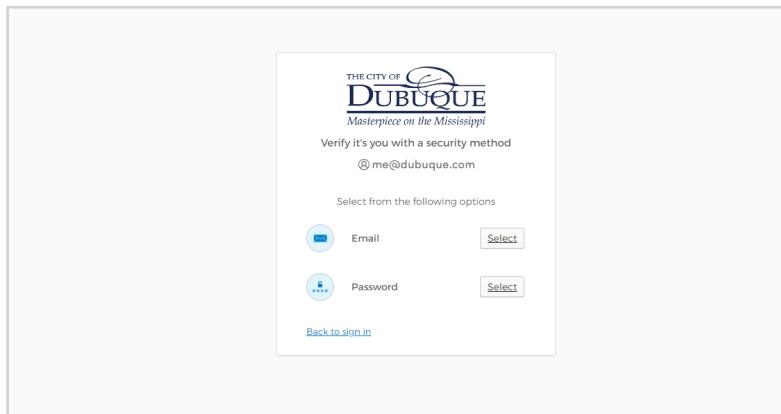
Enter your account number and customer number. Both numbers are found on your monthly bill.



5

Verify Your Account

You'll be asked to verify your account with an email or a password.



6

View Your Account Details

Manage your account from this page.

The screenshot shows the 'Utility Billing' section of the Dubuque Iowa website. At the top, it says 'Welcome back CUSTOMER NAME' and 'Your current balance is \$0.00 Due 9/5/2023'. Below this are buttons for 'Pay now', 'Last payment \$197.71 paid 9/5/2023 Thank you.', 'Current bill \$197.71 billed 8/11/2023 Due 9/5/2023 View bill', and 'Pay bills', 'Enroll in auto pay', 'Schedule payment'. The main content area shows 'WTR USAGE-89634344' and a bar chart titled 'Usage' for September 2023. The chart shows daily consumption levels. A legend indicates 'Unbilled Consumption' (blue bars) and 'Temperature' (red line). To the right, there is 'Important Information' about disconnections and payment times, 'First-time Users' instructions, and office hours. At the bottom, there is a 'Contact us' section with a phone icon and the number 563-589-4144.

7

Pay a Bill or Enroll in Auto Pay

Pay a bill or enroll in Auto Pay. Pay with:

- **Credit card** (a credit card fee is charged)
- **eCheck** (payment will be drafted from your bank account on the bill due date.)

The screenshot shows the 'Enroll in auto pay' page. It features a large 'Pay bills' button and a 'Last payment' section. The main area is titled 'Enroll in auto pay' and contains a note about the auto-draft process. It lists a 'Payment day' (8/11/2023) and a 'Payment Method' section with radio buttons for 'Enter new Credit card' (unchecked) and 'Enter new eCheck' (checked). Below this are fields for 'Account type', 'Bank name', 'Account number', 'Confirm account number', 'Routing number', 'Confirm routing number', and 'Name on account'. At the bottom are 'Cancel' and 'Enroll now' buttons. To the right, there is 'Important Information' about disconnections and payment times, 'First-time Users' instructions, and office hours. At the bottom, there is a 'Contact us' section with a phone icon and the number 563-589-4144.

8

Paying with eCheck

Banking information is needed to pay by eCheck.

The screenshot shows the 'Enroll in auto pay' page with the 'Enter new eCheck' option selected. The 'Payment Method' section now shows 'Enter new eCheck' as the chosen method. The rest of the page is identical to the previous screenshot, including the 'Pay bills' button, account details, usage chart, and contact information. The 'Important Information' and 'First-time Users' sections are also present.

FAQs

I threw away my bill and I don't know my account number and customer number. How do I find it?

Please call Utility Billing at 563-589-4144 or email utilityb@cityofdubuque.org with your name and address, and staff will assist you.

I'm typing in my account number but it isn't a valid account number. What could be wrong?

If you're typing in a “-” (dash) and a two digit number after the account number, try typing it in just with the first five digits.

I'm trying to sign in with Google, Apple, Microsoft, or Facebook and I am not able to sign in. What should I do?

This will be possible once you have already created an account. Refer to step 2 on page 1 of this document.

WE ARE HERE TO HELP!

Utility Billing Office
50 W. 13th St.
Dubuque, IA 52001

Phone: 563-589-4144

Office Hours:
Monday - Thursday, 7 a.m. - 5 p.m.
Friday, 7 a.m. - 1 p.m.