

1

Access the Customer Portal

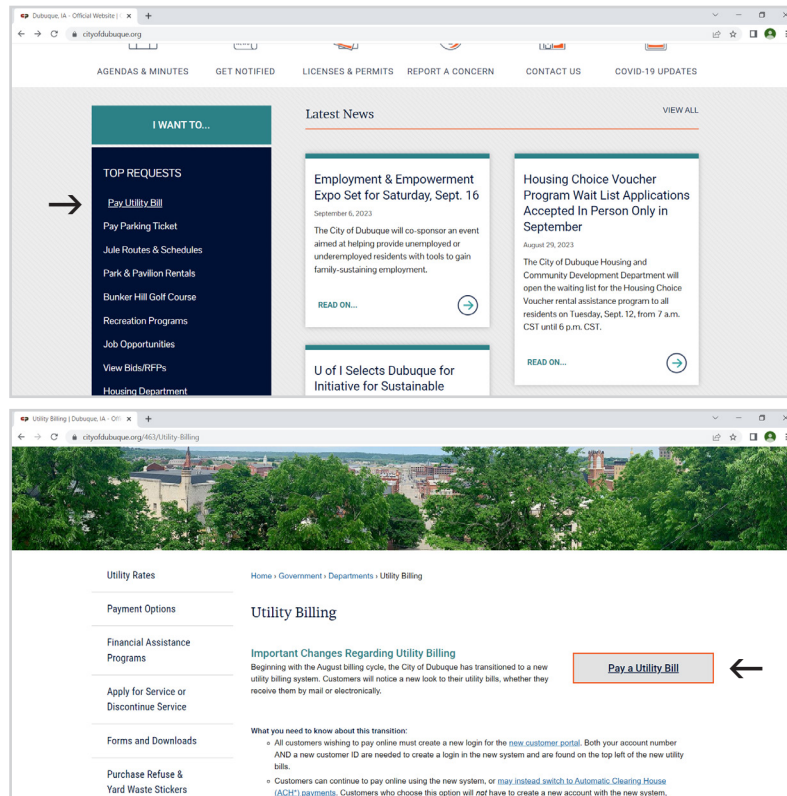
www.cityofdubuque.org

- Pay Utility Bill

OR

www.cityofdubuque.org/UB

- Pay a Utility Bill



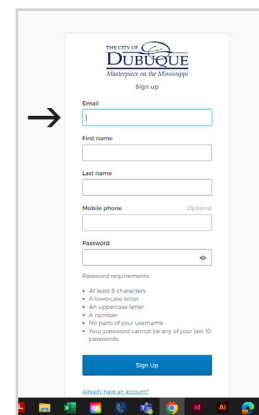
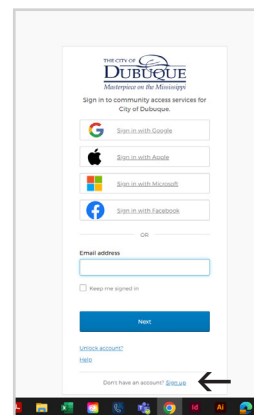
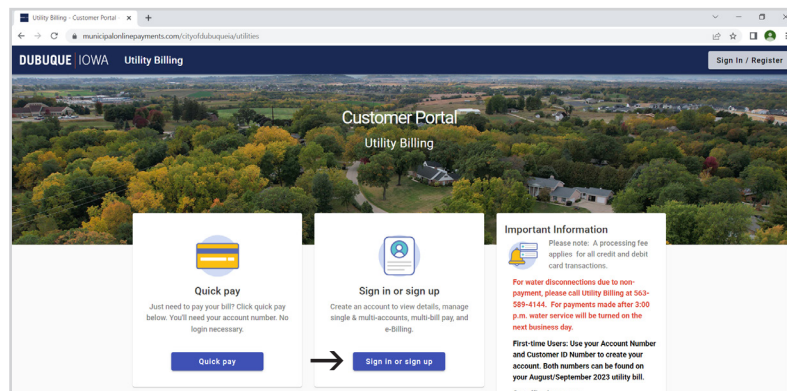
2

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.

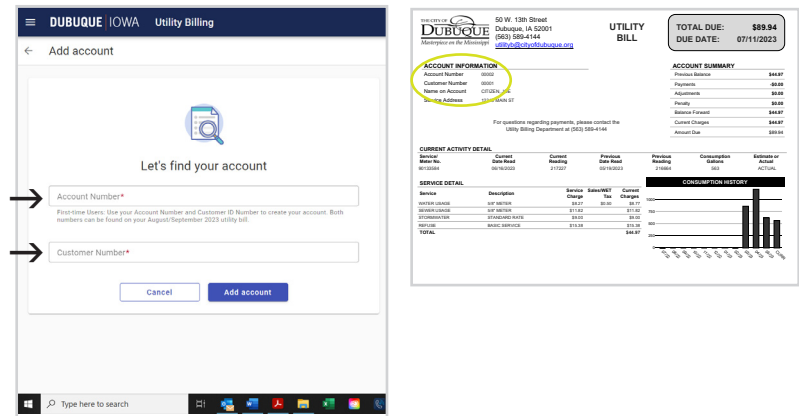
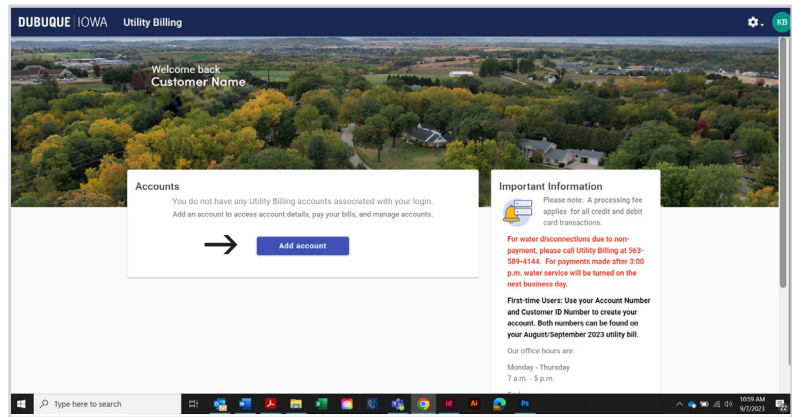
Friday, 7 a.m. - 1 p.m.

4

Find Your Account

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

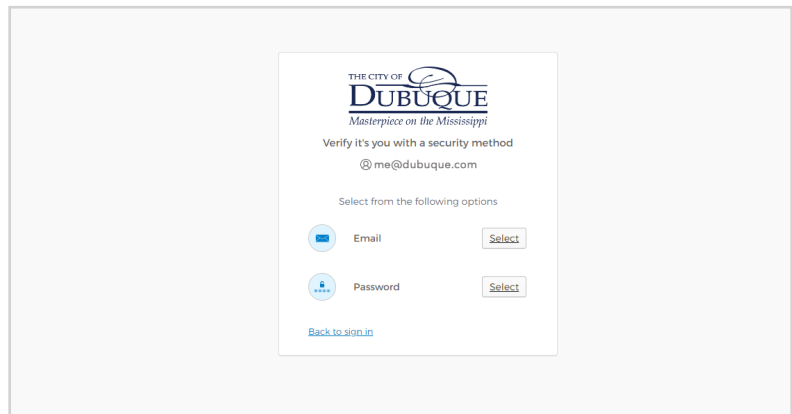
Enter your account number and customer number. Both numbers are found on your monthly bill.



5

Verify Your Account

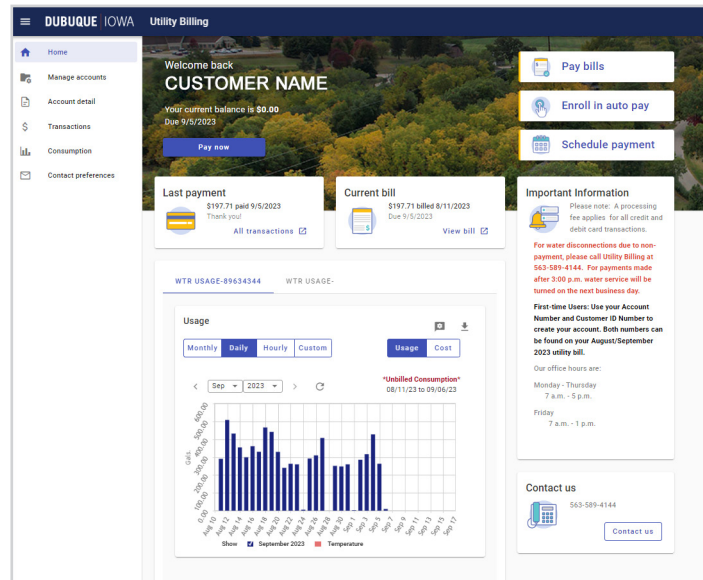
You'll be asked to verify your account with an email or a password.



6

View Your Account Details

Manage your account from this page.

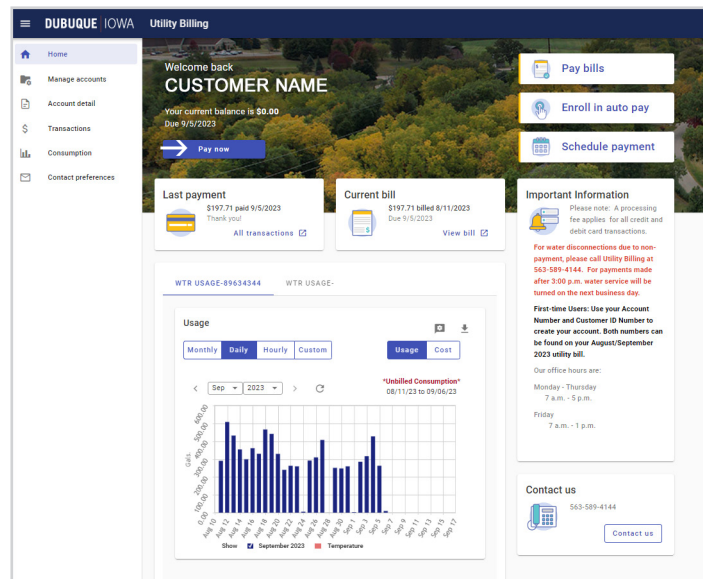


7

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.)



8

Paying with eCheck

Banking information is needed to pay by eCheck.

The screenshot shows the 'Enroll in auto pay' page for DUBUQUE IOWA Utility Billing. The page includes a sidebar with navigation links: Home, Manage accounts, Account detail, Transactions, Consumption, and Contact preferences. The main content area displays a message about enrolling in Auto Pay, stating that payments will be automatically drafted on the bill due date. Below this, there is a form to enter banking information. The form has two radio buttons: 'Enter new Credit card' and 'Enter new eCheck'. The 'Enter new eCheck' option is selected. The form fields include 'Account type', 'Bank name', 'Account number', 'Confirm account number', 'Routing number', 'Confirm routing number', and 'Name on account'. At the bottom, there are 'Cancel' and 'Enroll now' buttons. On the right, there is an 'Important Information' section with a red warning about water disconnections and a note about first-time users, and a 'Contact us' section with a phone number and a 'Contact us' button.

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.