

Bill/Fee Payments During COVID-19 Closures

To reduce potential spread of COVID-19, the City of Dubuque has suspended all face to face and in-person payment transactions until further notice.

Payment options during this period include:

- ACH (Automated Clearing House) and e-check automatic bill payments will continue as regularly scheduled.
- Payments may be made online at www.cityofdubuque.org/payment. Payments can also be made by phone 24/7 by calling 563.589.4144 and then selecting option #1 for phone payments. E-check payments will have no fee. Credit cards will have an applicable transaction fee.
- Checks can be mailed to: Utility Billing, City Hall, 50 W. 13th St., Dubuque, IA 52001.
- At drop boxes located outside City Hall at the 13th Street entrance (please do not put cash in the drop box).
- Cash payments will not be accepted.

The City of Dubuque has suspended water shut-offs temporarily. In addition, late fees on past due utility bills are temporarily suspended starting March 20, 2020.

Customers seeking assistance with applying or discontinuing service, signing up for financial assistance, or other questions may call the City's Utility Billing Department at 563.589.4144 between 8 a.m. and 5 p.m., Monday through Friday.