

WHAT ARE THE OFFICE HOURS? City Hall Hours are Monday – Friday 8:00 AM until 5:00 PM

CAN I PAY MY BILL OVER THE PHONE?

No. Payments are accepted during business hours inside City Hall at 100 S Church St or in the drive thru, after hours in the drive-thru black night deposit drop box, or anytime online at [CITY OF DUBLIN ONLINE BILL PAY](#)

HOW DO I SET UP MY WATER SERVICE ACCOUNT?

Water accounts are established inside City Hall at 50 East Main Street, you may print the online application form ahead of time and bring it filled out to save time.

[Residential Application](#)

[Commercial Application](#)

IF I ALREADY HAVE CITY UTILITY SERVICE, CAN I TRANSFER MY ACCOUNT TO A NEW SERVICE LOCATION?

No. Each time a different name is installed on a service location, a new account number is assigned. Therefore, deposits fees are required for each new service location

HOW SOON ARE SERVICES RENDERED? We offer same-day service, at no additional cost to our customers.

WHAT FORMS OF PAYMENT ARE ACCEPTABLE?

Acceptable payment options include: Cash, Check, Money Order, Credit/Debit Cards* (Visa, MasterCard, and Discover)

IF I MISS MY CUTOFF DATE OR MY SERVICE IS DISCONNECTED, HOW DO I RESTORE SERVICE?

If your payment is not received by the last day to pay at 5pm as it appears on your bill, you will be required to pay a fee for being processed for cut off of \$40 plus your past due amount; deposits must be upgraded to the higher deposit amount if you. Services will not be restored until these fees are paid.

IS THERE A BANK DRAFT OPTION?

Yes. To enroll, simply submit a voided check along with a bank draft authorization form. Payments are drafted on the 10th day of each month.

HOW FAR IN ADVANCE CAN I SET UP MY WATER ACCOUNT?

The maximum advanced service request is a period of 2 weeks.

ARE THERE ANY EXTRA FEES FOR PAYING ONLINE?

Yes. There is a 3% fee plus a \$1.25 Municipal fee for paying online.

HOW DOES THE DEPOSIT PROCESS WORK?

Deposits are retained on each account until the service is requested to be discontinued. At that time, the deposit will serve as payment of the final bill and a notice of any remaining balance will be sent to the forwarding address provided by the account holder.

WHEN IS MY BILL DUE?

Due Dates remain the same each month unless the due date is on a weekend or a holiday, then it'll be the next business day. Bills are organized by the first digit of your 11-digit account number. Please refer to the information below to assist you in finding your due date:

If your account number starts with a **1**, your due date is the **25th** of every month.

If your account number starts with a **2**, your due date is the **5th** of every month.

If your account number starts with a **3**, your due date is the **15th** of every month

