

COVID-19 Update

As Denison Municipal Utilities (DMU) continues to adjust to the effects of COVID-19, the health of our customers and employees remains extremely important while also meeting the needs of our customers effectively and efficiently. DMU has reopened the Business Office lobby as of August 31, 2020 at 7:00 a.m. In the DMU Business Office lobby, you will notice floor markings that encourage social distancing, installation of plexiglass shields and the availability of hand sanitizer. The use of masks or face coverings is encouraged but not required. We appreciate your cooperation as we continue to monitor and navigate the effects of COVID-19.

Our hours of operation are as follows:

LOBBY

NEW HOURS: Monday-Friday: 7:00 a.m. – 4:00 p.m.

PAYMENT DROPBOX, MOBILE APP, ONLINE & IVR

Available 24 hours/day, 7 days a week.

DMU encourages customers to consider the following contact-free payment methods:

- DMU Mobile App
- Online through our website www.dmuonline.com
- IVR System by calling 712-263-4154 and select 1 to make a payment or 2 to speak to a Customer Service Representative.
- The online banking system offered by your financial institution
- ACH from your checking or savings account initiated by DMU on the statement due date
- Recurring credit or debit card payment processed on the statement due date