



Utility Billing Services

Online Utility Bill Payment

- **Payment Online.** Payments may be made online through the City's website. A processing fee of 5.00% of the payment amount will be charged for this service.
- **Automatic Bank Drafting Service.** In an effort to provide better service, the city offers electronic bank drafting service for monthly water bill payments. This can be arranged by the Utility Billing Department.
- **Credit Card Payment by Telephone.** Customers may pay their water utility bill by telephone using a MasterCard or Visa credit card. To pay by telephone with a credit card, customers may call 512-446-2511 during normal business hours (a 5.00% convenience fee will be charged on all credit card transactions.)

Water Service Information

Customers who wish to start, stop, or transfer water services must contact Utility Billing during normal business hours: 8 am to 5 pm, Mondays through Fridays.

- **New Service:** Must be done in person and present a Valid Photo ID, complete a utility services contract, pay a deposit and an inspection fee. Requests after 4 pm will be connected the following day.
- **Transfer of Service:** Must be done in person, complete a utility services contract, and present a Valid Photo ID.
- **Stop or disconnect service:** May be done by phone or in person. Deposits will be applied to the balance on the final bill. Please provide a forwarding address for the final bill and possible refund due.
- **Reconnects:** Requests must be received before 4 pm for same day service. An additional \$15.00 fee will be charged for reconnects provided a utility deposit is on the account.

Water/Sewer Related Problems

If your water service has been suddenly interrupted and you do not know the cause, please call the Utility Billing Department during normal business hours at **512-446-2511** and after hours due to an emergency situation, call **512-446-3436**.

When water service has been discontinued for non-payment of a bill, the full amount of the bill plus a \$35.00 service fee must be paid before service is reinstated. Customers should contact Utility Billing to report water leaks, main breaks, or water quality problems.

If the water coming out of your tap is brown or discolored, run an outside faucet or the cold water faucet for a few minutes and the water should improve. The city flushes fire hydrants each month to try and keep the discolored water at a minimum.

For sewer related problems, please call 512-446-2511 during normal business hours or 512-446-3436 after normal business hours.

Water Meter Tampering

In an effort to deter losses in water revenue, service calls and meter repair, any detected water meter tampering will be reported to the police, investigated and, whenever possible, charges filed.

Tampering with a water meter is a Class A misdemeanor in Texas and punishable by a fine not to exceed \$4000, confinement in jail for a term not to exceed one year, or both. Individuals responsible for tampering may also incur civil liability and additional fees. Call 512-446-2511 or the Police Department at 512-446-3436 if you suspect someone has been tampering with a water meter.

Garbage Pick Up – Waste Management

New service is established at the same time your water account is opened. Residents within the city limits but not on city water may opt to receive garbage service only. Residents in the western part of the City have their trash picked up on Tuesdays and Fridays. Residents in the east part of the city have their trash picked up on Mondays and Thursdays. Commercial customers requiring a roll off bin (dumpster) must arrange with Waste Management for trash services.

Brush Collection

Residents may call Utility Billing to have their brush collected. A city representative will inspect the brush pile and provide the customer with an estimated cost of collection. The customer has the option to accept or decline the service at the stated cost.

Contact Information

Sandra Ellis, Treasurer
505 W. Cameron Avenue
P.O. Box 586
Rockdale, Texas 76567
Phone: 512-446-2511
Fax: 512-446-6258
Email: citytreasurer@rockdalecityhall.com

Theresa Burgess, Administrative Assistant
505 W. Cameron Avenue
P.O. Box 586
Rockdale, Texas 76567
Phone: 512-446-2511
Fax: 512-446-6258

Regular Office Hours: Mondays through Fridays, 8:00 a.m. to 5:00 p.m. An after hours drop is located at the drive-thru at City Hall, 505 W. Cameron Avenue. Please do not make cash payments in the drop box.

