

CITY OF ROCKDALE Customer Service Hours

Monday thru Friday

8:30 AM—12:30 PM and 1:30 PM—4:30 PM

505 W. Cameron Avenue ❖ PO Box 586 ❖ Rockdale, TX 76567
(512) 446-2511 ❖ www.rockdalecityhall.com

City of Rockdale Utility Bills

1. Meters are read on the last day of each month
2. Bills (blue cards) are mailed by the 6th of each month
3. Utility Bills are due by the 20th of each month
4. Late fees are added on the next business day after the 20th of each month
5. Late Bills (red cards) are mailed on the day that late fees are added and are due by the 27th of each month
6. Customer have until 8 AM on the next business day after the 27th of each month to pay Late Bills. As of 8 AM, any unpaid account is considered to be in a “CUT-OFF” status and has a service fee added to their account. Whether the water is physically turned off at the meter, the account is assessed the service fee. In order to reinstate the water account, the customer must pay the late bill plus the additional fees in order to get the water account back to an “ACTIVE” status.

PAYMENT OPTIONS for City of Rockdale Utility Bills

1. Pay in person at Rockdale City Hall during normal Customer Service hours between 8:30 AM-12:30 PM and 1:30 PM-4:30 PM
2. Payments may be mailed to City of Rockdale, PO Box 586, Rockdale, TX 76567
3. 24/7 Drop Box on the south side of City Hall (in Drive Thru lane)
4. Automatic Bank Draft (contact City staff for authorization form)
5. Online payments at www.rockdalecityhall.com
6. Recurring online payments at www.rockdalecityhall.com
7. Pay with a credit card over the phone by contacting City staff during normal Customer Service hours