



## City of Rohnert Park PRESS RELEASE

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### **For Immediate Release**

## **Rohnert Park to Transition to Monthly Utility Billing in July**

**Rohnert Park, CA (May 26, 2023)** – The City of Rohnert Park’s utility billing for water and sewer services is transitioning to a monthly schedule in July. The city wants to prepare customers for what’s to come with the new online process.

“Online monthly billing is essential to integrating a more efficient process for our utility customers,” said Mayor Samantha Rodriguez. “Our team is doing everything possible to stay updated on the latest technology. That includes optimizing our billing system while ensuring our customers experience a simple, accessible and enjoyable process.”

The city will transition from a bi-monthly to monthly billing schedule. It is important that billing frequency matches the standard billing practices for most utilities and businesses. Monthly billing cycles also enhance communication. It limits surprises for customers by providing timely information about utility usage.

Utility customers will receive their first monthly water/sewer bill in July 2023. Monthly bills will be due on the fifth of each month. If the fifth falls on a weekend or holiday, bills will be due on the next business day.

The city is creating a new payment portal tailored to meet the needs of customers. With this new portal, customers can expect a more efficient and secure financial routine. Customers will need to register for a new account through the new portal. Once the account is set up, customers can receive email bills, view their account information, pay their bills or set up automatic payments by credit card.

The new payment website will not be available until mid-June 2023. The city will provide easy step-by-step instructions on how to register upon transition.

Some Rohnert Park utility customers are already enrolled in our Automatic Payments from a Bank Account (ACH) program. However, ACH customers will need to complete a New Authorization Form to change to monthly payments. The New Authorization Form is available on the city [website](#).

Customers can contact the Utility Billing Department at [ubpayments@rpcity.org](mailto:ubpayments@rpcity.org) or 707-585-6750 for more information. Customers can also visit the [monthly billing page](#) on the city website.

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