



## City of Rohnert Park PRESS RELEASE

### **CONTACT:**

Don Schwartz  
707-588-2242

[dschwartz@rpcity.org](mailto:dschwartz@rpcity.org)

### **For Immediate Release**

## **Rohnert Park Monthly Utility Billing to Take Effect in July**

**Rohnert Park, CA (June 22, 2023)** – The City of Rohnert Park’s utility billing is transitioning to a monthly schedule in July. Customers will receive their first monthly bill in July 2023. The city is providing resources to ensure all utility customers know what to expect with the new process.

“We are thrilled to offer our utility customers a more efficient process through online monthly billing,” said Mayor Samantha Rodriguez. “Our goal is to have customers experience a simple and consistent process when managing their bills. We appreciate your patience and cooperation as we make this much needed improvement.”

The June 2023 bill will be the final bi-monthly invoice. It will cover water and sewer usage from April and May. The first monthly bill will be sent in early July, which will reflect usage in June. Monthly bill payments 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.

Utility customers will need to register on the new, online customer portal to receive emailed bills, view their account and make online payments. Monthly bills will have new account and customer ID numbers that are required to make payments online. However, setting up an online account is not required for all customers. The city will still be mailing out bills and accepting payments by mail, in person and over the phone.

A step-by-step instructional video is available on the city’s [utility billing webpage](#). The video provides further direction on how to set up an account and navigate the portal.

Once accounts are activated, customers can easily update personal information and manage bills. Customers will have the option to make a one-time payment or set up automatic credit card payments.

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.

###