Rockwood Water
People's Utility District

ROCKWOOD WATERLINES

QUARTER 4 - 2026

STARTING JANUARY 1, 2027 - NEW FEES FOR CREDIT & DEBIT CARD TRANSACTIONS

Rockwood Water is preparing to transition to a new online payment system designed to improve payment services and significantly reduce processing costs for the District. These savings help us manage operating expenses and keep water service affordable for our customers.

As part of this transition, customers who choose to pay by credit or debit card will be charged a convenience fee of 3% of the payment amount or $1.50, whichever is greater. This fee is collected directly by our payment processor, not Rockwood Water.

Customers can avoid this fee by using other payment methods, including eCheck (bank account payment), cash, or check.

Important Information for AutoPay Customers: Customers currently enrolled in automatic payments through our existing online payment portal will need to create a new online account and reestablish their AutoPay preferences once the new system is available. Existing AutoPay settings will not automatically transfer to the new system.

When Will This Happen? This change will go into effect January 1, 2027.

COLD WEATHER CHECKLIST

Before the cold rain turns into ice and snow or freezing temperatures arrive to our area, **we need your help to make sure that your home water system is ready for winter**.

Use these tips to prepare your home and family for emergencies:

- Insulate hot and cold pipes that are in unheated areas in your home such as the garage, crawl space, or attic. Cover foundation vents with foam blocks, thickly folded newspaper, or cardboard.
- Keep your home at a temperature of at least 55°, even when you're not at home. You can open cabinets to let warm air reach your plumbing too.
- Don't forget to winterize your outdoor watering items: disconnect and drain garden hoses, winterize sprinkler systems, pools, and spas per manufacturer's recommendations
- During freezing weather, keep your faucets on at a steady trickle to keep water moving through your pipes.
- Teach your whole family (even kids!) where your emergency water shut-off valve is located and how to use it. This is key in case a frozen pipe bursts in your home.

Get more detailed information about emergency shut-off valves and how to winterize your home at regionalH2O.org. Emergency shut-off valve information is available in English, Spanish, Arabic, Chinese, Russian, and Vietnamese.

If you have a burst pipe or water emergency, and need your water service shut off, call us at 503-665-4179.