

**Price Increase for Online
Debit Card, Credit Card & Digital Wallet
Payment Transactions**

Conyers, GA. – Rockdale County’s Water Resources Department has been advised that effective April 1, 2023, our online payment processing vendor will attach a \$0.30 price increase to all residential customers who currently pay their water bills via debit card/credit card/digital wallet payment transactions.

The fee for these transactions will increase from \$1.95 to \$2.25.

This price increase will only impact debit card/credit card/digital wallet transactions. There will not be an increase to ACH/Bank Draft transaction fees. For customers that typically use the debit card/credit card/digital wallet payment options, but want to avoid the fee increase, Rockdale Water Resources (RWR) encourages the ACH/Bank Draft option.

We want to assure our customers that RWR is committed to providing the best online payment experience at competitive transaction fee rates. Over the last two years, the card association has raised pricing multiple times. This is the first increase impacting RWR customers.

We appreciate your business and will continue to review ways to improve your online payment experience.

If you have any questions, please contact a Rockdale Water Resources Customer Care representative at 770-278-7400. Our representatives are available Monday through Friday from 8:00 a.m. to 5:00 p.m.

Sincerely,

Rockdale Water Resources Customer Care Team