

**For Immediate Release:
June 8, 2023**

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Rowlett to Relocate Utility Billing Office



ROWLETT, TEXAS— On Thursday, May 25, the City of Rowlett closed on the purchase of a building located at 6602 Dalrock Road, formerly a Chase Bank branch. This facility will become the future Utility Billing Office and will also serve as a voting location for Rowlett residents in Rockwall County. The purchase price of the building was \$1.6 million.

The Utility Billing offices are currently located at City Hall in the Annex. Issues facing the department include extensive space constraints in the Annex, affecting the department's ability to operate efficiently or add new employees to assist customers, and the drive-thru lane was permanently closed

several years ago due to Downtown Rowlett development. While the Utility Billing Office offers multiple ways to pay a utility bill, including walk in, drop boxes, auto-draft, and online, the drive-through service was used daily. Additionally, there is no voting location in Rowlett for residents of Rockwall County. The new facility will address these concerns and provide an additional layer to the already exemplary customer service delivered by this department.

Renovations and fiber connection to the new facility will begin this month, with an anticipated Grand Opening to serve Rowlett residents in early October. Once the transition to the new location takes place, the current Utility Billing Office in the Annex will be closed to serve as additional office space for the City's Finance Department. The payment drop box in the Ace Hardware parking lot will remain and a new, easily accessible drop box will be added to the City Hall campus.

Please visit <https://rowlettx.new.swagit.com/videos/234386> to listen to the June 7, 2023 City Council discussion regarding this new facility.

About Rowlett, Texas

The City of Rowlett is located on the shores of Lake Ray Hubbard, 20 minutes east of Dallas, and is easily accessible from IH 30, the President George Bush Turnpike and the DART light rail. Home to over 68,000 residents, Rowlett offers award-winning schools, unique shopping opportunities, diverse housing opportunities, top-quality health care, an outstanding regional hospital, beautiful lakeside parks, and a wide variety of community, entertainment, and special events. Visit Rowlett.com for more information.

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