

# CUSTOMER NOTICE

## REMINDER

THE FOLLOWING PAYMENT OPTIONS ARE ALWAYS AVAILABLE:

- 1) Online payments- check, debit or credit card- 24/7- please access from our website at [www.rwsg.org](http://www.rwsg.org).
- 2) Telephone payments available from 8:30 AM to 4:00 PM- Monday thru Friday. Call 865-354-0163.
- 3) Draft payments- authorization can be emailed if requested.  
Please email, [customerassistance@rwsg.net](mailto:customerassistance@rwsg.net).
- 4) Night drop available outside of Rockwood City Hall.
- 5) Payments accepted at Simply Bank- Rockwood and Harriman branch.
- 6) Mail payments.

If our payment windows were to close due to health concerns, customers are still responsible for remitting payments in a timely manner.

Phones, as always, will be answered 24/7 at 865-354-0163.

Our website and Facebook page will be updated if any closures occur to our payment office.

**As always, the health and safety of our customers and employees is our primary concern.**