



4900 River Oaks Boulevard  River Oaks, Texas  76114

Mayor
Darren Houk

City Council

Mayor Pro-Tem, Place 3
Leigh Ann Turner

Place 1
John Claridge

Place 2
Steve Holland

Place 4
Yolie Rodriguez

Place 5
Brent Forester

City Officers

City Manager
Marvin Gregory

City Secretary
Paula Luck

Fire Chief
Clinton "Russell" Shelley

Police Chief
Charles Stewart

Public Works Director
Todd Henderson

Event Center Co- Directors
Shirley Bloomfield
Shirley Wheat

Emergency Management
Coordinator
James Myrick

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(817) 626-5421

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(817) 624-2154

Website
www.riveroakstx.com

September 5, 2025

To: All River Oaks Water Customers

RE: Processing Fees

Please be advised that the City Council approved the City's Fiscal Year 2026 Budget on September 2, 2025 that will start on October 1, 2025 and end on September 30, 2026 and with its adoption as of October 1, 2025, the City of River Oaks will no longer pay the 3.7% processing fee for payments made through My Civic Utilities Mobile App and the Municipal On-line Payments Website meaning those that pay their bills through the app or website will be responsible as of October 1, 2025 to pay the 3.7% processing fee, whereas before the City absorbed the fees at no cost to the customer.

The good news out of all of this is that the City Council approved the Budget for Fiscal Year 2026 on September 2, 2025 with no water or sewer rate increase this year. All the amenities that you have enjoyed over the last year using My Civic Utilities Mobile App and the Municipal On-line Payments website will still be available as before including auto pay, view bill and Quick Pay. The only thing changing is the processing fee will be charged to the customer.

To avoid processing fees, you can pay your bill in person by cash, check or money order in the City Hall located at 4900 River Oaks Blvd in River Oaks, Texas. You can also use our after-hours night drop box to pay your bill payments after normal business hours.

We do apologize for any inconvenience this may cause you, but just know we are constantly working to achieve the ultimate goal in providing our customers with quality utility services at the best rate possible. Should you have any questions please don't hesitate to contact me at 817-626-5421 Extension 324.

Marvin C. Gregory III
City Manager
City of River Oaks