

## North Austin MUD #1 Implementing New Billing System

The North Austin MUD #1 Board of Directors has approved a new billing system that will be implemented to coincide with your October water bill (for the payment due November 20, 2011). The next bill you receive will have a new format. MUD residents will now have the ability to make payments online through the Crossroads website [www.crossroadsus.com](http://www.crossroadsus.com). Below is important information you need to know about the new system and your payment options.

### ACCESS ACCOUNT ON LINE:

You may view your account online 24 hours a day to check your balance, make payments, and review usage and billing history. You will need to set up a password to access your account by following the online instructions at "PAY MY BILL" on the Crossroads website, [www.crossroadsus.com](http://www.crossroadsus.com).

### OPTIONS FOR PAYMENT OF WATER BILL:

Payments can be made by cash, check, money order, credit card, or online (using a credit card, debit card or e-check). **All credit and debit card payments will incur a 5% surcharge. All e-checks will incur a \$1.00 service fee when paid via the website or when set up on the bank draft option.**

When paying by credit card (Master Card, Visa, Discover) or debit card, you have the option of paying your bill by phone or online. If by phone, call Crossroads Utility Services at 512.246.1400, Monday – Friday, 8 am to 5 pm. If online, please visit [www.crossroadsus.com](http://www.crossroadsus.com), and select "PAY MY BILL".

If paying by U.S. Postal Service, your payment should be mailed to:

North Austin M.U.D. #1  
P.O. Box 4901  
Houston, Texas 77210-4901

This is a bank lockbox. One advantage of the lock box is that it allows payments to be immediately posted to the District's account. The payment stub MUST accompany the payment.

If payment is made by a bill pay company and the payment stub is not included, the FULL account number MUST be clearly stated on the check so the payment can be posted promptly and correctly to your account. Your full account number is on your statement and will consist of 15 numbers starting with 70610-0 followed by 9 more numerals.

If you want to initiate automatic monthly payments by credit or debit card, please contact a Crossroads Customer Service Rep at 512.246.1400. This option assures that your payment will be posted by the due date every month. You may set up an online account with your e-mail address to receive verification of payment. **If you are already set up with automatic monthly payments from the previous billing system, you MUST contact Crossroads Utility Services at [customerservice@crossroadsus.com](mailto:customerservice@crossroadsus.com), or call 512.246.1400, prior to the November 20<sup>th</sup> payment due date to continue the auto draft payment option as fees will now be associated with this form of payment. If you do not contact us prior to November 20<sup>th</sup> to authorize continuation of the auto draft, payment will no longer be automatically made and your account could become delinquent.**

### DUE DATE:

Your water meter is read around the 18<sup>th</sup> of the month and the bill is mailed around the 1<sup>st</sup> of the following month. Payment is **due and payable upon receipt** and is **past due after the 20<sup>th</sup>** of each month, unless this date is a weekend or holiday, in which case the due date is extended by one business day. All payments received after the due date will be assessed a 10% late fee.

### TERMINATION OF SERVICES:

If payment is not received by the stated termination date, water service will be terminated. An administrative fee of \$45.00 plus a \$100.00 additional deposit is required if payment is not received according to the instructions in the termination letter. For example, if the delinquent letter states that all fees must be paid by 5:00 p.m. on a certain date and the resident contacts the billing office after the time and date stated in the letter, in addition to your past due balance and the 10% late fee, the resident will have to pay the \$45.00 administrative fee, plus the additional \$100 deposit before water service can be restored.

If you have any questions, please call Crossroads Utility Services @ 512.246.1400.