



Important Information For New Utility Customers

(512) 246-1400

Office Address: 2601 Forest Creek Dr Round Rock, TX 78665

Mailing Address: PO Box 8009 Round Rock, TX 78683-8009

Hours: Monday – Friday 8 am to 5 pm

Emergency Services 24/7 (512) 246-1400

www.crossroadsus.com

Welcome to North Austin MUD #1

You have recently opened your utility account and we want to provide you information about your utility billing services. Crossroads Utility Services, LLC manages the water and wastewater systems and the utility billing activities of North Austin MUD #1.

The utility bills for North Austin MUD #1 have a due date of the 20TH every month. If the due date falls on a holiday or weekend, the due date is extended to the next business day. Bills paid after 5pm on or after the due date are subject to a 10% late fee. All payments are posted to your account the business day the payment is received. Your water will be disconnected if your bill is in arrears upon notice and in accordance with North Austin MUD #1 policies.

Payments: There are several options for paying your utility bill.

1. **Walk-in Payment** at our Office, Monday thru Friday from 8 am to 5 pm (closed most federal holidays). We accept cash, checks, money orders, cashier checks, and all major credit cards. Our office is located at 2601 Forest Creek Drive, Round Rock, TX 78665.
2. By **Mail**, with check or money order, and your payment will be credited the day that we receive it. Please write your entire account number on the check or money order. Please send payment payable to North Austin MUD #1 **PO Box 8009 Round Rock, TX 78683-8009**. Your account number is located on your billing statement.
3. By **Phone**, with any major credit or debit card. You may also set up automatic monthly payments with your credit or debit card by phone.
4. Our **Website** 24/7 at www.crossroadsus.com with any major credit card or checking account. Payments will be posted next business day. Please click on the "Pay my Bill" tab, and select your district. **You may also set up automatic monthly payments with your credit or debit card or checking account information by using the website**
5. Your bank's **Online Bill Pay Service** If you use your bank's online bill pay company, it is critical that the full account number found on your bill is clearly shown on the check to ensure your payment is posted promptly and correctly to your account. Please allow 7-10 business days to ensure your payment is received before your due date. Please send payment payable to North Austin MUD #1 **PO Box 8009 Round Rock, TX 78683-8009**.

NORTH AUSTIN MUNICIPAL UTILITY DISTRICT #1

2601 Forest Creek Drive | Round Rock, Texas 78665-1232 | 512-246-1400

- BASIC SERVICES:** Base fee \$37.00 (includes once per week solid waste collection, 1,000 gallons of water service, and 1,000 gallons of wastewater service)
- WATER RATES:** Residential: \$4.65 per 1,000 gallons (the first 1,000 gallons is included in the base rate)
Commercial: \$6.75 per 1,000 gallons (the first 1,000 gallons is included in the base rate)
- SEWER RATES:** Residential: If residential customer does not have an acceptable history of water usage during the preceding December, January, and February, the customer's monthly sewer bill shall be calculated based upon 1) the customer's current monthly water usage; or 2) on the basis of 8,000 gallons water usage per month at a rate \$6.40 per 1,000 gallons (the first 1,000 gallons is included in the base rate).
Commercial: \$8.50 per 1,000 gallons (the first 1,000 gallons is included in the base rate).
- SECURITY DEPOSIT:** Owner's Deposit: \$150.00 After two (2) years of consecutive prompt payment a customer shall, upon written request, be entitled to a full refund of the security deposit. A deposit must be fully reinstated in the event that water service is terminated due to late payments, insufficiently funded check, or if the customer has two (2) late payments in a twelve (12) month period.
Renter's Deposit: \$200.00 This deposit is non-refundable during the period of time the customer resides in the District.
- Additional deposits will be required if water services are terminated for any reason.
- Upon receipt of the customer's request for service termination (this may be Owner or Renter), Crossroads Utility Services will take a final reading of the water meter in order to calculate a final bill. A review of the account will follow and any deposit on file will be applied to the final bill. If the amount of the final bill is less than the amount of the deposit, a refund check will be mailed. If, after the deposit is applied there remains a balance due on the account a bill will be rendered and shall be due upon receipt.
- TRANSFER FEE:** \$30.00 Non-Refundable
- PAYMENTS:** Payments may be mailed to North Austin MUD #1, P.O. Box 8009 Round Rock TX 78683-8009.
- RETURNED CHECKS:** The normal customary fee will be charged to the customer for checks returned due to insufficient funds. The customer's dishonored check will be returned to the service address with a notice stating service will be discontinued after three (3) days unless the entire balance of the account is brought current. Payment must be made by cash, money order or cashier's check.
- LATE PAYMENT:** A late payment charge of ten percent (10%) of the unpaid balance shall be added for each monthly billing date the delinquent amount remains unpaid. Due date is the twentieth (20th) day of each month. Penalty is assessed on the twenty-first (21st) day.
- RECONNECT FEE:** If service is terminated, either administratively or physically, the customer must pay a \$45.00 reconnect fee. If there is use of metered water after disconnection of service, the meter will be removed and \$100.00 will be charged for reconnection to the District's system.
- TAP FEE:** Residential 5/8" Water \$400.00 Inspection Fee \$25.00
(Generally pertains to Builders only) Sewer \$400.00
- RATTAN CREEK POOL:** Registration (application and payment) is handled at the Community Center. For more information, please visit the District's website.
- GENERAL MANAGER:** Andrew Hunt, Crossroads Utility Services, 2601 Forest Creek Drive, Round Rock, TX 78665-1232.
- DISTRICT WEBSITE:** www.northaustinmud1.org