



NOTICE OF CHANGE IN WATER OPERATIONS AND BILLING

Dear South Buda WCID #1 Customer,

South Buda WCID #1 has changed their Utility Operations & Management Company effective **November 5, 2020**. The new company that is now handling the billing, collections and operations of your water service is **Crossroads Utility Services, LLC**. Crossroads is a locally owned utility operations company based in Round Rock, TX. Crossroads operates 58 similar utilities in the Austin-Area serving over 35,000 connections. Our customer service center contact information is:

Crossroads Utility Services
2601 Forest Creek Drive
Round Rock, TX 78665
Billing/ Customer Service
Water/Wastewater Emergencies
512-246-1900 (fax)
www.crossroadsus.com

512-246-1400 (M-F 8am – 5pm)
512-246-1400 (24/7)

We wanted to let you know about the change and ask you to help us to make the transition a simple one. Your help with the following items will help us transfer the billing and collections to Crossroads with the least amount of disruption to you.

- 1) If you pay your bill on-line through your bank or through the mail, please make sure that you change the address of where you send your payment to:

South Buda WCID #1
P.O. Box 4901
Houston, TX 77210-4901

- 2) Your account number will change on your bill in **December 2020**. Please make the change on your bank's online bill pay at that time to reflect the new 15-digit number. Your new number will show up on your utility bill that you receive in **December** for November's service.
- 3) If your account is set up to be paid by auto-draft using either a credit/debit card, you will need to contact Crossroads to set this up at 512-246-1400. Crossroads is pleased to offer credit/debit processing at a slightly lower rate (3%) and e-checks for \$1.00 each. For your security we are unable to transfer this credit card information from the current utility operator.

We would like to thank you in advance for your help in these matters. We look forward providing you with exemplary service moving forward. Please feel free to contact us at **512-246-1400** if you have any questions.