



Important Information For New Utility Customers

(512) 263-2707 or (512) 246-1400

Office Address: 1502 San Juan Drive Austin TX 78733

Mailing Address: PO Box 4901 Houston, TX 77210-4901

Hours: Monday – Friday 8 am to 5 pm

Emergency Services 24/7 (512) 246-1400

www.crossroadsus.com

Welcome to Crystal Mountain HOA,

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 system and the utility billing activities of Crystal Mountain HOA.

The utility bills for Crystal Mountain HOA 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 Crystal Mountain HOA 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 4:30 pm (closed most federal holidays). We accept cash, checks, money orders, cashier checks, and all major credit cards. Our office is located at 1502 San Juan Drive Austin TX 78733. **There is a drop box at this location for your convenience.**
2. By **Mail**, with check or money order, and your payment will be credited the day that we receive it. Please write your full account number on the check or money order. Please send payment payable to Crystal Mountain HOA PO Box 4901 Houston, TX 77210-4901. Your account number is located on your billing statement.
3. By **Phone**, with any major credit or debit card. Crystal Mountain HOA has adopted certain fees for credit/debit card transactions. A credit card processing fee will be charged for all credit or debit card payments. 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.** Crystal Mountain HOA has adopted certain fees for credit/debit card transactions. A \$1.00 processing fee will be charged for all bank draft (ACH) payments.
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 Crystal Mountain HOA PO Box 4901 Houston, TX 77210-4901.