



## Important Information For New Utility Customers

(512) 246-1400

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

**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](http://www.crossroadsus.com)

Welcome to South Buda WCID #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 system and the utility billing activities of South Buda WCID #1.

The utility bills for South Buda WCID #1 have a due date of the 28th of 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 South Buda WCID #1 policies.

**Please note: Sewer service is NOT provided by South Buda WCID#1. It is the applicant's responsibility to contact the City and make arrangements to receive sewer service, if applicable, to your property.**

### **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 South Buda WCID #1 and mail to **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. There may be processing fees.
4. Our **Website** 24/7 at [www.crossroadsus.com](http://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. Then select your district, South Buda WCID #1, and choose "Pay Bill". You may also set up automatic monthly payments with your credit or debit card or checking account information by using the website. There may be processing fees.
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 South Buda WCID #1 PO Box 4901 Houston, TX 77210-4901.

# SOUTH BUDA WCID NO. 1

## Rate Information 12/16/2020

### Tap Fees:

5/8" Meter Tap Fee	\$ 1,454.00
3/4" Meter Tap Fee	\$ 1,504.00
Additional Tap Inspection Fees	\$ 25.00 each
5 Plumbing Inspections (rough,copper,topout,yardlines,final)	\$ 450.00
Re-Inspections or any inspections not covered above	\$ 50.00 each
Water Tap	\$ 25.00
Service Application Fee	\$ 30.00

### Water Rates:

5/8" Base Rate (Base Rate includes Solid Waste and Recycling Fee)	\$ 71.75
3/4" Base Rate	\$ 81.75
1" Base Rate	\$ 136.25

### Volume Charges

Monthly Usage	Rate
0 - 2,000 gallons	\$ 7.47 per 1,000 gallons
2,001 – 10,000 gallons	\$ 9.20 per 1,000 gallons
10,001 – 20,000 gallons	\$10.43 per 1,000 gallons
Over 20,000 gallons	\$14.17 per 1,000 gallons

### Termination Charges:

Water Reconnection fee (meter not removed)	\$ 90.00
Water Reconnection fee (meter removed)	\$ 110.00
Sewer Reconnection fee	2x the cost to the district
Deposit increase \$100.00 per disconnection up to \$500.00	

### Miscellaneous Charges:

5/8" Security Deposit	\$ 150.00
3/4" Security Deposit	\$ 200.00
1" Security Deposit	\$ 250.00
In District Transfer fee	\$ 30.00
Return Check Charge	\$ 25.00
Person to Person Transfer fee	\$ 15.00
Meter Test Fee	\$ 25.00
Fire Hydrant Deposit	\$ 1,500.00

Late Payment Penalty: A late charge of 10% of the bill shall be added for each monthly billing date the delinquent account remains unpaid.