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

Welcome to Williamson County WSIDD #3

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 Williamson County WSIDD #3.

The utility bills for Williamson County WSIDD #3 have a due date of the 26TH 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 Williamson County WSIDD #3 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 Williamson County WSIDD #3 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.

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. Then select your district, Williamson County WSIDD #3, 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.

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 Williamson County WSIDD #3 PO Box 4901 Houston, TX 77210-4901.