

PLEASE READ, SIGN, AND RETURN WITH YOUR APPLICATION



2601 Forest Creek Drive
 Round Rock, Texas 78665
 512.246.1400

November 2019

New Customers
 Headwaters Municipal Utility District
RE: Rates and Usage- New Construction
 Dear Customer:

Headwaters Municipal Utility District -The MUD’s responsibility is to serve and distribute water, wastewater, solid waste, and storm water in these neighborhoods. The Mud levy’s a tax rate for debt service for the system and operation and maintenance of the system.

Also, as a new customer, you need to be aware of your water use that accompanies new sod/grass. Once you establish a start date with this application, Crossroads will make a reading of your meter in person and bill you and your builder accordingly for actual water use during the mid-month billing period for your first month. After that initial month, Crossroads will read your meter each month in person and bill you for water use. In recent months, the MUD has experienced customers not aware of their water usage utilized for their new sod. In some cases, Headwaters Customers were not aware their controllers were setup and using 40,000-60,000 gallons of water per month. In most of these cases this was attributed to the irrigation use of water for new sod. Please be aware that your builder may set up your irrigation controller in order to establish the new sod for your home. If you suspect an issue with watering or would like more information about your controller or water use, please contact your builder directly. It is the responsibility of each homeowner to understand their water use. If you do not have an automatic system, please be aware that you will be billed for water usage after you establish a start date on your account. If your builder is not complete with your landscaping or is planning to install sod after the start date on your account with the MUD, you will be billed for water consumption after your start date.

The MUD has adopted the same retail tiered water rates as its supplier, the West Travis County PUA. Please be aware on water rate includes increasing volumetric tiers. Below is a chart of rates for a typical 5/8” and 3/4” water meter in Headwaters.

Water Base Rate ¹	\$42.00 (5/8")	Wastewater Base Rate	
	\$63.00 (3/4")	\$42.00	
		Wastewater Volume	\$ 2.90

Water rate	Per 1,000 gal.
0-2,000	\$2.76
2,001-5,000	\$4.62
5,001-10,000	\$5.09
10,001-20,000	\$5.86
20,001-25,000	\$7.03
25,001-30,000	\$8.44
30,001-40,000	\$12.66
Over 40,000 gallons	\$19.00

NOTES
 1. Solid Waste and Recycling Rates included

On behalf of the Board of Directors of Headwaters, we welcome you to the neighborhood!
 Should you have any questions or concerns, please contact Headwaters MUD operator, Crossroads Utility Services, LLC Monday thru Friday, 8am to 5pm at 512-246-1400 or customerservice@crossroadsus.com

Resident Initial(s): _____
 Date: _____

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Wastewater averaging (WWA) - What is wastewater averaging, you ask?

In the winter months the MUD assumes that our water usage is lower than any other time of year -simply because it's cold out and watering our yards is not common during this time. During winter the lawn and landscape isn't growing, it's going dormant. No need to water it at all, just an occasional watering once a month is plenty.

During the indicated month's water consumption is low, the MUD uses these 3 billing cycles (Nov-Dec, Dec-Jan, Jan-Feb) to determine how much you're going to be charged for wastewater (a.k.a. sewer) for the rest of the year. The MUD has no meter on the wastewater line coming out of your house, so we can't see exactly how much water is being put down the drains; we make an educated assumption that all water being used at your house is going down the drain.

Since no water is being used outdoors (Right?? Turn off those sprinkler systems!), then the theory is that all water is being used indoors, for necessary purposes—baths, showers, toilets, sinks, dish and clothes washers, etc.

Per HEADWATERS MUD Rate Order Winter Averaging is calculated as follows:

- i. **Bills for sewer service shall be computed: (i.) on the basis of the average amount of water used by the customer during the winter season based upon the average of the monthly readings of the customer's water meter for the preceding December, January and February; or (ii) on the basis of the customer's current monthly water bill, whichever is less; provided, however, any customer who did not have an approved wastewater connection during the prior winter averaging period, shall not be entitled to use the winter usage; or (ii) on the basis of 10,000 gallons of water usage per month, whichever is less.**
- ii. **If a 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: (i.) the customer's currently monthly water usage; or (ii.) on the basis of 10,000 gallons water usage per month, whichever is less.**

You now have online access to your hourly water usage information.

As part of our ongoing efforts to improve services to our customers, we are now offering you direct and secure access to your water usage data. The Barton Creek Water Supply Corporation EyeOnWater suite of available tools includes a secure online website to review and analyze your usage patterns. A consumer smartphone app will be made available after the initial online sign-up.

Powered By  Badger Meter

To access your personalized online portal visit:

<https://eyeonwater.beaconama.net/signup>

You will need the following information to register for an online account:

Zip Code
Account Number or Access Code
E-mail Address

Resident Initial(s): _____

Date: _____



Checklist for New Applicants

(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

Application:

Please complete pages 1-6 of the enclosed service application with a legible copy of your un-expired drivers license or government ID. Scan the completed application and copy of your ID to customerservice@crossroadsus.com, or fax to 512-246-1900. Please call 512-246-1400 after submitting your application to pay the deposit and administrative fee.

- Page 1- Service Application **(signed)**
- Page 2- Customer Service Agreement **(signed)**
- Page 3-4 Grinder Pump Agreement **(signed)**
- Page 5 Rates and Usage – New Construction **(initial)**
- Page 6 Wastewater Averaging and Electronic Meter Information **(initial)**
- Copy of driver's license** or government ID for all signers
- Security Deposit & Applications Fee (call for amounts and pay over the phone with debit/credit card)



Important Information For New Utility Customers

(512) 246-1400

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 Headwaters Municipal Utility District,

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 Headwaters Municipal Utility District.

The utility bills for Headwaters Municipal Utility District 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 Headwaters Municipal Utility District 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 15 digit account number on the check or money order. Please send payment payable to Headwaters Municipal Utility District 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 is a 5% credit card processing fee any time debit or credit card is used in this district. You may also set up automatic monthly payments with your credit or debit card by phone. The same 5% fee applies with autopayment.
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. You may also set up automatic monthly payments with your credit or debit card by using the website. There are no fees for payments made on the website.
5. **Automatic Draft** Please mail in or bring in a copy of a VOIDED bank check along with your bill stub. The back of your bill stub has our reoccurring monthly auto-draft agreement that needs to be completed with the voided check. There is a \$1.00 charge each time for ACH payments.
6. By **QR Code** There is a QR code located at the bottom of your bill. After downloading a free QR reader application, you may then scan the bar code with your smart phone and follow instructions to complete your payment.
7. Your bank's **Online Bill Pay Service** If you use your bank's online bill pay company, it is critical that the full 15 digit 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 Headwaters Municipal Utility District PO Box 4901 Houston, TX 77210-4901.