

UTILITY MANAGEMENT CHANGE

COMING SEPTEMBER/OCTOBER 2023

Management of your water, wastewater, trash, and recycling services will move from the City of Pflugerville to Crossroads Utility Services. Crossroads is a local management company based out of Round Rock, Texas.

We are committed to doing our best to make this a smooth transition for all customers. You will receive more information with your next bill including details on your new account, payment options, and how to re-establish auto pay.

➤ What do I need to do?

For now – nothing! We just wanted to make you aware of the upcoming change. We will share more information with your next bill and will be here to help if you need anything.

Trash & Recycling Carts

Be on the lookout for new trash and recycling carts the week of Sept. 11!

Are rates changing?

Your rates will not increase with this transition, and there will be a reduction in trash and recycling service costs.

Will I lose water services during the change?

Good news! There will be no interruption to your services during this change.

FOR MORE INFORMATION VISIT
PflugervilleDistricts.com



SCAN QR CODE
TO LEARN MORE

What is changing?

Crossroads Utility Services will soon manage water and wastewater services and trash and recycling services for eight different districts in the Pflugerville area. The utility provider that served your district recently parted ways with the City of Pflugerville. Your district had the option of utilizing the City of Pflugerville or a private utility service and chose Crossroads Utility Services to provide reliable services and avoid an increase in fees.

WHO IS CROSSROADS UTILITY SERVICES?

Crossroads Utility Services is a water and wastewater utility manager for Utility Districts in the Central Texas area. We are located in Round Rock, Texas and provide a true customer service-oriented approach including:

- Customer service call center available 24/7 to handle water and wastewater emergencies
- Easy to use online bill pay with auto pay options
- TCEQ certified water and wastewater operators
- Expert field service crews for maintenance and construction needs

CONTACT

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