

UTILITY MANAGEMENT CHANGE

LAKESIDE MUD 3, KELLY LANE WCID 1 & 2

Management of your water, wastewater, trash, and recycling services has moved from the City of Pflugerville to Crossroads Utility Services.

This guide will provide more information about your account, payment options, and what to expect moving forward.

► What is Changing?

ACCOUNT INFORMATION

Crossroads will move the current 8-digit account number to a 10-digit account number for each Pflugerville customer. Each account number will be adding a “9” to the first and third digit. Please note you will need this 10 digit number to access our payment portal.

Example: 70-0000-00 will change to 9709000000

HOW TO PAY YOUR BILL

- **Walk-in payment:**

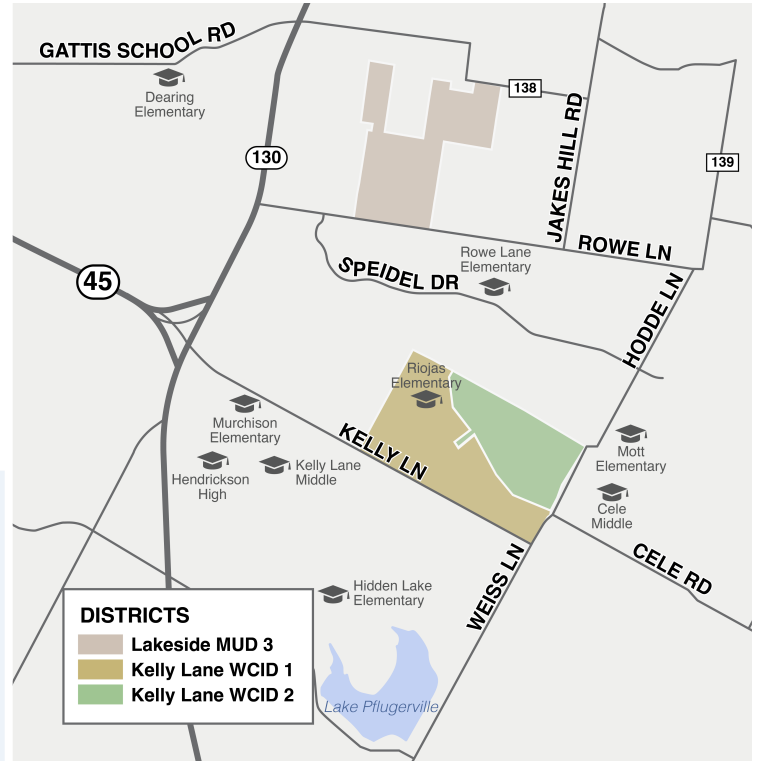
Visit our office from 8 a.m. to 5 p.m.
on business days.

2601 Forest Creek Drive
Round Rock, TX 78665

- **By mail:**

PO Box 8009 Round Rock, TX 78683-8009

We accept cash, checks, money orders, cashier checks, and all major credit cards. Please make payable to your district and include your new account number.



- **By phone:**
(512) 246-1400
- **Online:**
<https://crossroadsus.epayub.com/>
- **Your bank's online bill pay service.**
Please allow seven (7) business days to ensure your payment is received before your due date.

***H-E-B Go is no longer available.**

➤ Water Conservation

Due to excessive heat and drought conditions, your district is under Stage 3 of water restrictions. We ask for residents to reduce their water usage by taking the following steps:

- Refrain from watering between 10 a.m. to 7 p.m.
- Utilize in-ground irrigation systems to water gardens and lawns
- Avoid installing new pools, pressure washing, and vehicle washing
- Utilize commercial car wash facilities when necessary



FOR MORE INFORMATION VISIT
PflugervilleDistricts.com



SCAN QR CODE
TO LEARN MORE

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

- PflugervilleDistricts.com
- pflugerville@crossroadsus.com
- (512) 246-1400 Ext. 2

