



Important Information For New Utility Customers

Local Office: (512)-263-2707 or **Round Rock Office:** (512) 246-1400

Local Office Address: 1502 San Juan Drive Austin, TX 78733

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

Mailing Address: PO Box 8009 Round Rock, TX 78683-8009

Hours: Monday – Friday 8:00 am to 4:30 pm

Emergency Services 24/7 (512) 246-1400

www.crossroadsus.com

www.tccwid-18.org

Welcome to Travis County W.C.I.D. #18

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 Travis County W.C.I.D. #18.

The utility bills for Travis County W.C.I.D. #18 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 Travis County W.C.I.D. #18 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 4:30 pm (closed most federal holidays). We accept checks, money orders, cashier checks, and all major credit cards. No cash is accepted at our office. The local office is located at 1502 San Juan Drive Austin, TX 78733. **There is a drop box at this location.**
2. By **Mail**, with check or money order, and your payment will be credited the day that we receive it. Please write your account number on the check or money order. Please send payment payable to Travis County W.C.I.D. #18 **PO Box 8009 Round Rock, TX 78683-8009**. Your account number is located on your billing statement.
3. By **Phone**, with any major credit or debit card. You may also set up automatic monthly payments with your credit or debit card by phone. American Express is not accepted.
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, Travis County W.C.I.D. #18, 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 Travis County W.C.I.D. #18 **PO Box 8009 Round Rock, TX 78683-8009**.