



Important Information For New Utility Customers

(512) 246-1400

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

District Office Address: 3000 Shoreline Dr Austin, TX 78728

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

Hours: Monday – Friday 8 am to 5 pm

Emergency Services 24/7 (512) 246-1400

www.crossroadsus.com

Welcome to Wells Branch MUD

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 Wells Branch MUD

The utility bills for Wells Branch MUD 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 Wells Branch MUD 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. There is an office located at 3000 Shoreline Dr, Austin, TX 78728 or another office 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 full 15 digit account number on the check or money order. Please send payment payable to: Wells Branch MUD PO Box 8009 Round Rock, TX 78683-8009. Your account number is located on your billing statement.
3. Credit or debit card payments are accepted. American Express is not accepted at this time. You can also set up automatic monthly payments with your 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 and select "Wells Branch MUD". You can register for a portal account using the account information on your bill, or make a one time payment by selecting "Quick Pay." You may also set up automatic monthly payments with your credit or debit card by using the website. American Express is not accepted at this time.
5. **Automatic Draft** Please mail in or bring in a copy of a VOIDED bank check along with your bill stub. You may also set up automatic monthly payments with your routing number and account information by using the website.
6. 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 Wells Branch MUD PO Box 8009 Round Rock, TX 78683-8009
7. **Drop box** Please remit your bill stub and a check payable to Wells Branch MUD secured in an envelope in the water utility drop box location at 3000 Shoreline Dr OR 2106 Klattenhoff. Cash is not accepted.