



Important Information For New Utility Customers

(512) 246-1400

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

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 Lazy Nine MUD #1A

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 Lazy Nine MUD #1A.

The utility bills for Lazy Nine MUD #1A have a due date of the 10TH 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 Lazy Nine MUD #1A policies.

Application:

Please complete 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.

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 account number on the check or money order. Please send payment payable to Lazy Nine MUD #1A and mail to **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. There may be processing fees.
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, Lazy Nine MUD #1A, 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. There may be processing fees.
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 Lazy Nine MUD #1A **PO Box 8009, Round Rock, TX 78683-8009**

SWEETWATER - Lazy 9 MUD #1A

Guide to Understanding Water Usage and Steps to Take if You Feel Your Usage is Out of the Ordinary

Reading Water Meters

Water meters are located near the curb or sidewalk at the front of the property in a plastic or concrete "box." The water meter box will have a metal or plastic lid and may be marked "Water Meter."

Use a long screwdriver to remove the lid. Be cautious, as insects, reptiles, or other small animals may be inside. Some boxes have a small, hinged cover. Lift the cover and use a damp rag to wipe the face clean.

The large sweep hand (red) on the dial measures water use in gallons. One gallon of water passes through the water meter as the sweep hand moves from one number to the next (e.g., 0 to 1). A complete rotation equals 10 gallons.

In the image shown, the red sweep hand is on the "1" so the read is 1,356,411 gallons. This represents the 1,356,410 shown on the meter + the "1" shown by the red sweep hand. When the sweep hand is on the "3", the read will be 1,356,413 gallons.

When you record your reading, make sure to use the number indicated by the red sweep arm as the final digit.



ANALOG

Dealing With Excessive Usage

There are four primary culprits (in order of likelihood) for excessive water usage:

1. Plumbing Leaks
2. Incorrect Irrigation Settings
3. Broken Irrigation Infrastructure
4. Pool Auto Fillers

Checking For Leaks

To check for leaks, turn off all indoor and outdoor faucets, pool auto fillers, and irrigation systems and then watch your water meter. If the low flow indicator (the small triangle, star, or gear on the face of the meter) is turning, you have a leak.

Baselining Irrigation

New home owners should always check their irrigation as it is common for landscapers to have high water use settings in place for new gardens that have been planted. Also note that seasonal adjustments can automatically increase water use in the summer.

Go to the Crossroads web page <http://www.crossroadsus.com/> for detailed information on establishing baseline irrigation use. Do some quick math on your irrigation after your baseline test. Multiply the number of gallons used by the number of times the programs run per week. If the amount used is higher than you wish, you can reduce the amount of water flowing out of the system by reducing the amount of time that the irrigation runs, the number of days that it runs, or the number of irrigation spray heads or drip lines. Activating the rain sensor can also reduce water use by avoiding watering when it has rained.

Broken Irrigation Infrastructure

In some instances, the issue will not be the irrigation timing, but a broken irrigation head or pipe. A broken line can allow much more water to escape. Visible pooling of water in the yard is an indication of a large leak, but sometimes there are smaller leaks that are not evident. Small leaks will not show up using the low-flow leak test, as water only leaks when the irrigation is active, and the water flowing from a small leak cannot be distinguished from the actual irrigation usage.

To test for these leaks, each zone should be run for a period of 5 minutes and the water usage recorded. If the amount of water used exceeds 40 gallons, there is a possibility of a leak in that area of the irrigation system, and the system should be inspected.

Pool Auto Fillers

During the summer months, pool use and evaporation will cause the auto fillers to operate more frequently. It can be hard to measure how much the pool uses, but if you are concerned this is the cause of high water use, the water filler should be disabled and manual filling used. In some cases, the main line to the auto fillers can be damaged, which will result in water usage that show up in the low-flow water leak test.

Who is Responsible?

Ultimately, it is the resident's responsibility to ensure their water usage is appropriate.

Issue	Responsible Party
Irrigation Programming Error	Resident. Irrigation Company Can Assist
Irrigation Infrastructure Damage/Leak	Resident. Irrigation Company Can Repair
Low-Flow Leak	Resident. Builder or Plumber Warranty may cover. Plumber Can Assist with Locating. Irrigation and Water Softeners should be confirmed not to be the cause prior to contacting Plumber.
Leak Before The Meter	Crossroads.

Addressing High Water Bills

The Municipal Utility District has payment plan options available in the event of a high water bill, should you be unable to afford the bill. Get more information from the website at <http://www.crossroadsus.com/faq.html> or by calling Monday through Friday between 8:00 am and 5:00 pm at 512-246-1400.

Grinder Pumps

The Sweetwater subdivision was constructed such that each house must have a grinder pump which pumps the household sewage into the District's system. The pumps are designed to grind up the sewage leaving your house. A little care is needed to give them a longer life and make sure you do not experience sewer problems at your house. Non-biodegradable items such as grease, feminine sanitary plastics, baby wipes, flushable moist wipes and diapers flushed down the toilets will clog the pumps, are costly to remove from District facilities, and can cause sewer back-ups in your home or sewer mains. This could result in costly repairs and higher sewer rates. Each grinder pump comes with an audible and light alarm. ***If your alarm is going off, contact Crossroads Utility Services immediately to get it repaired and keep your sewer service to your house operational.***

While the Municipal Utility District does cover the cost of repairing the pumps that fail due to normal wear, it will pass on the costs of work that is a result of neglect or misuse of the pump. If the items noted above are discovered to be the cause of the problem, the charge to get the system back up and running will be added to your sewer bill.
