



Dear Valued Customer,
Crossroads Utility Services, management company for Travis County WCID 10, is excited to announce the implementation of a new utility billing system. This new utility billing system and improved online customer payment portal will reduce payment processing time and improve your overall customer experience. We've put together a few questions and answers that you may have regarding these new changes. **This includes important information regarding credit/debit card auto-payment customers – so please read below.**

- **Q: Where can I find the new payment portal?**

A: The first week of October 2023, Crossroads Utility will launch the new payment portal system for Travis County WCID 10. The payment portal will be unavailable for a few days after September 26, 2023 while we work to get the data in the system for you. The "Pay my Bill" link on the website will then be updated with the new payment portal link for your convenience. Customers can locate the new payment portal by visiting www.crossroadsus.com and selecting the "Pay My Bill" button, then locating "Travis County WCID 10".

- **Q: Will I have to create a new online account?**

A: Yes, within the new portal, all customers will need to create a new account, using new username and password information.

- **Q: If I am on auto-payment currently, will I have to change anything?**

A: **If you are currently set up for auto-payment with credit or debit card - yes - this change will require you to re-establish your recurring auto- payment information through our new customer portal system available early October 2023. To protect the security of your encrypted financial information, we are unable to transfer your existing payment information to the new portal. You will have to login to the new payment portal using a newly established username and password, and sign up for auto- payment.**

If you are currently set up for auto-payment with ACH (electronic check), your auto-payment information will transfer over to the new system.

- **Q: Will I be charged late fees through this transition?**

A: Because of your district's commitment to working with customers through this transition, Travis County WCID 10 will be suspending late fees and disconnections for the month of October 2023. Travis County WCID 10 will resume regular practices on late fees and disconnections for non-payment beginning November 2023.

- **Q: What can I expect to see with this new payment portal?**

A: You'll enjoy the new features of this user-friendly web design including real-time account updates, payment history, the ability to set your communication preferences, and more. The water bill you receive in November 2023 will look different as well. You'll see an easier to read format and usage graph.

- **Q: What if I struggle with navigating the new payment portal?**

A: While we think you'll agree the new payment portal is much improved, we've created step by step instructions that you can find on the bottom left corner of every portal page. Just click "Need Help With the Portal? Step by Step Portal Instruction". Feel free to email us at customerservice@crossroadsus.com or call 512-246-1400 and we'd be happy to walk you through it.

We look forward to these improvements to our payment portal for you! Please contact us if you need any assistance.

Sincerely, Crossroads Utility Services, on behalf of Travis County WCID 10