



Dear Valued Customer,

Your water district, Travis County W.C.I.D. #18, is excited to announce the implementation of a new utility billing system. This new utility billing system and online payment portal will reduce payment processing time, reduce payment processing fees, and improve your overall customer experience.

Here's some important information you should note about this upcoming development.

- **The new payment portal system has an expected launch date of February 27, 2020. Please continue to use the existing web portal on the www.crossroadsus.com webpage for online payments up to this date.** We will update the portal link with the new online address on February 27, 2020.
- Following the February 27 transition, customers can locate the new payment portal by visiting www.crossroadsus.com and selecting the "Pay My Bill" button, then locating W.C.I.D. #18, or visiting <https://crossroadsus.azurewebsites.net/Account/Login?ReturnUrl=%2F> **the new portal, you will need to create a new account, using new username and password information.**
- Because of W.C.I.D. #18's commitment to working with customers through this transition, W.C.I.D. #18 will be suspending late fees and disconnections for the month of March 2020. W.C.I.D. #18 will resume regular practices on late fees and disconnections for non-payment beginning April 2020.
- **Auto-Pay Customers:**
If you are currently enrolled in bank draft auto-payment, this automatic payment will continue without any change needed from you.

If you are currently enrolled in credit/debit card auto-payment, this change will require you to re-establish your recurring credit/debit card through our new online customer portal system available February 27, 2020.
- **Your water bill you receive in March 2020 will look different.** We hope you'll appreciate the easy to read format and graph. **There will also be NO payment processing fees: a change approved by the W.C.I.D. Board of Directors.**

W.C.I.D. #18 is excited to offer this improved utility billing system and online payment portal. You'll enjoy the new features of this user friendly web design: real-time payment history, ability to set your communication preferences, elimination of credit card payment fees and more. We look forward to helping with any questions that you may have regarding our new customer portal as soon as it is available on our website. Please contact Mike Morin at 512-689-0317 or mmorin@crossroadsus.com should you have any questions.

Sincerely,
Travis County W.C.I.D. #18
Utility Billing Office