

## **Important Notice: New Water/Wastewater Utility Bill Payment Portal**

Crossroads Utility Services has implemented a new utility billing system to pay your utility bill. With our new billing system, we have updated our payment portal to better serve you.

**The new payment portal link is here:**

**1. <https://crossroadsus.azurewebsites.net/Account/Login?ReturnUrl=/>**

Here are a few important things to know:

**1. Watch for our insert in your next water bill!** The bill mailed 7/15/2020 has an insert with instructions and information related to this payment portal change.

**2. Within the new online portal, you will need to create a new user account, with a new username and password.** Step by step portal instructions can be found here:

**<https://crossroadsus.azurewebsites.net/Pages/1>** The portal you were using previously to pay your bill will no longer be updated or be available for water bill payments.

**3. Monthly auto-enrolled bank draft customers do not need to make any changes** – If you are currently enrolled in bank draft auto-payment, this automatic payment will continue without any change needed from you.

**4. Credit/debit card auto- draft customers - We need your new info!** If you are currently enrolled in credit/debit card auto-payment, this portal change will require you to re-establish your recurring credit/debit card through our new online customer portal system. Due to credit card merchant agreement security policies, we are unable to move over your credit or debit card info in the new payment system.

**5. The August water bill will have an improved design** - The next water bill you receive in August 2020 will be improved with a simpler and easier to read bill format.

The improvements to the utility billing system and online payment portal will allow users to experience new features of this user friendly web design: real-time payment history, ability to set communication preferences and more. We anticipate these changes will provide a more user-friendly experience for our customers. We are available to help with any questions that you may have regarding our new customer portal or other billing concerns. Please contact our customer service department at [customerservice@crossroadsus.com](mailto:customerservice@crossroadsus.com)