

**Hays Co WCID #1
151 Trinity Hills Drive
Austin, TX 78737**

Name
Billing Address
Austin, TX 78737

Dear Valued Customer,

As your new water and sewer operators for Hays Co. WCID #1, Municipal Operations & Consulting, Inc., integrated a new billing software to better serve our customers on **04/14/23**.

With this transition, **your account number has changed.** Please make sure to update your records with the following new account information.

Service address: SERVICE ADDRESS

Customer Account Number: 70860-0000XXXXXX

To set up your new customer portal please visit https://moc.starnik.net/rp_default.aspx and use the following security code. This will allow you make online credit card and e-check payments, set up for ACH payments, register for e-bills and update your contact information.

If you were previously set up on ACH your account information should be updated in the new software. Please verify your payment is drafted on the next due date of May 4th.

Security Code: 9-XXXXXX-XXXX

To pay by phone using our automated IVR system, please call (346) 439-7222.

IVR ID#: XXXXX

To pay by mail: 20141 Schiel Rd, Cypress, TX 77433

To pay in-person visit our payment location at: 151 Trinity Hills Dr., Austin, TX 78737

For additional assistance, please email help@hayswcid.org or call our office at (512) 686-1660.

Thank you,

Municipal Operations & Consulting, Inc.