

# Harris County MUD 371

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HOUSTON, TX 77210-4728  
281-579-4500  
www.Inframark.com



Dear New Customer:

Welcome to **Harris County MUD 371**. The following information is being provided to help you become familiar with the policies, procedures and rates relating to you water and sewer service.

The district requires a \$150.00 deposit, and a \$25.00 transfer fee (or \$35.00 application fee if 1<sup>st</sup> resident in a new build only). Once service has started, if a request is made for service to be temporarily or permanently disconnected, a fee of \$25 will be added to your bill. Additionally, a \$25.00 fee will be added to your bill to resume service.

*\*The deposit, application fees and a signed Customer Service Agreement is required to set up service.*

**The deposit will be applied to your final bill. If there is a credit balance on the account, a refund check will be issued, and processing time will take 6-8 weeks from the final bill date.**

*\*If you are wanting same day service, please visit our office prior to 2PM to process your request. Inframark does not process Turn-On/Turn-Offs requests Friday – Sunday or on specified holidays.*

**\*\*Please make all payments payable to Harris County MUD 371\*\***

*Water provided at the following rates, subject to change.*

Residential Water		Residential Sewer	
\$20.50	0-10,000 GAL	\$31.00 Flat Rate	
\$1.50/1000 GAL	10,001-20,000 GAL	<b>WHCRWA Fee \$4.35/1000 GAL</b> <b>State Assessment Fee .005% of Water/Sewer Charges</b>	
\$1.75/1000 GAL	20,001-30,000 GAL		
\$2.00/1000 GAL	30,001-40,000		
\$3.50/1000 GAL	THEREAFTER		

**A 10% penalty of the unpaid will be assessed if payment is received after the due date. This amount is shown in the “AFTER DUE DATE” block on your bill.**

If your account becomes past due, a disconnection notice will be sent to your address that may include your past due and current balance. A \$15.00 delinquent letter fee will be added to your bill in addition to the 10% penalty. Specified on the disconnection notice is the amount that is due to avoid termination of service. If a door tag is placed at your residence a \$10.00 door tag will be applied to your account. If full payment is not received as directed on the disconnection notice, your service will be disconnected. If service is disconnected, a \$75.00 reconnection fee will be added to your account as well as a \$100.00 deposit (each time) will be added to your account.

**The full balance of your account will be required to restore service, payable by credit/debit card, cashier’s check, or money order only. The payment for disconnection of service is due by 3:30pm CST Monday - Friday to restore with same day service. If your district offers after-hour services, payment made after 3:30pm CST will be subject to after-hours fees.**

**NOTE:** *Once an account is turned off due to a non-payment: payments made by checks, QR Readers, or mailed are not acceptable forms of payment to restore services.*

Garbage Service is not provided by Harris County MUD 371.

The district’s operator is [Inframark](#). You can contact them at **281-579-4500**. Our Dispatch responds to emergencies 24 hours a day. Billing questions and non-emergency calls are taken Monday – Friday 8AM to 5PM. Please do not hesitate to call with any questions, concerns, or service problems. We are here to help.