

# Harris County MUD 397

PO BOX 4728, DEPT 60397  
HOUSTON, TX 77210-4728  
281-579-4500  
www.Inframark.com



Dear New Customer:

Welcome to **Harris County MUD 397**. 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 \$100.00 deposit (owner – proof of ownership required) or a \$250.00 (tenant) deposit and a \$20.00 application fee. Once service has started, if a request is made for service to be permanently or temporarily disconnected, a fee of \$20 will be added to your bill. Additionally, a \$20.00 fee will be added to your bill to resume service as needed.

*\*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 397\*\***  
*Water provided at the following rates, subject to change.*

Residential Water		Residential Sewer	
\$45.76	0-2000 GAL	Included in Basic Service	
\$1.48/1000 GAL	2,001-10,000 GAL		
\$2.20/1000 GAL	10,001-30,000 GAL		
\$4.50/1000 GAL	Thereafter		
		NHCRWA	
		\$2.60/1000 GAL	

**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. Your bill will be assessed a \$10 delinquent letter fee, on top of 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 fee will be added to your bill. If full payment is not received as directed on the disconnection notice, your service will be disconnected. If service is disconnected, a \$40.00 reconnection fee 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 397 who has a service contract with the following trash provider. Please contact your garbage provider regarding containers and pick up days.

Garbage Company: Best Trash  
Phone: (281) 313-2378  
Website: <https://www.wm.com/us>

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.