

Dear New Customer:

Welcome to **Harris County 500**. The following information is being provided to help you become familiar with the policies, procedures and rates relating to your water and sewer service.

The district requires a security deposit equal to 2x the estimated monthly bill along with a \$30.00 non-refundable account set-up fee that will be due prior to service. Proof of ownership/lease agreement is required.

**The deposit, application fee 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. 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 Saturday – Sunday or on specified holidays.*

****Please make all payments payable to Harris County 500.**

Sewer provided at the following rates, subject to change.

Commercial Water	
\$25.00 flat per SFR	Includes first 7k gals
\$2.50/1,000 gals	7,001-15,000 gals
\$3.00/1,000 gals	15,001-25,000 gals
\$3.50/1,000 gals	Over 25,000 gals

Commercial Sewer	
\$25.00 flat per SFR	Includes first 7k gals
\$2.50/1,000 gals	7,001-15,000 gals
\$3.00/1,000 gals	15,001-25,000 gals
\$3.50/1,000 gals	Over 25,000 gals

A 10% penalty will be assessed if payment is received after the due date. This amount is shown in the “AFTER DUE DATE” section on your bill. Your due date is the 15th of each month.

If your account is 30 days past due at the time current bills are generated, a termination notice will be sent to your address, and a \$15.00 fee will be assessed to your account. At this point all charges (including current charges) are due to avoid termination of your service. Should full payment not be received as directed on the termination notice, your service will be disconnected. Once disconnected, a \$75.00 reconnect fee will be added to your account, plus an additional deposit of \$25.00 shall be paid prior to service being restored.

To restore service, the full balance of your account must be paid using a credit or debit card, cashier's check, or money order only. Payment for service restoration is due by 3:30 PM CST, Monday through Friday, to ensure same-day service. If your district offers after-hours service, payments made after 4:00 PM CST will incur additional after-hours fees.

Note: Once an account is turned off due to non-payment, payments made by check or mail will not be accepted to restore services.

The district's operator is [Inframark](http://www.Inframark.com). You can contact them at **832.467.1599**. 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.

In person payment locations:

17495 Village Green Dr., Jersey Village, TX 77040
 2002 W Grand Parkway N, Ste 200, Katy, TX 77449