

Harris County ID 13

PO BOX 4728, DEPT 60013
HOUSTON, TX 77210-4728
281-579-4500

www.Inframark.com



Dear New Customer:

Welcome to **Harris County ID 13**. 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 \$20 Service Agreement fee and a \$20.00 Transfer Fee.

**The service agreement fee and a signed Customer Service Agreement is required to set up service.*

**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 ID 13****

Water provided at the following rates, subject to change.

Residential Water	
\$13.25/ESFC	0-1,000 GAL
\$1.05/1000 GAL	1,001-30,000 GAL
\$1.50/1000 GAL	THEREAFTER

Residential Sewer	
Included in Base	0-1,000 GAL
\$1.45/1000 GAL	THEREAFTER

GRP Fees
\$4.345/1000 GAL

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 letter fee of \$20 will be assessed to your account as well as a \$25 door tag fee and specified on the disconnection notice is the amount that is due to avoid termination of service. If full payment is not received as directed on the disconnection notice, your service will be disconnected. If service is disconnected, a \$25 reconnection fee will be added to your account as well as a \$75 security deposit (if not previously met).

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 included with your water service. Please contact Best Trash LLC at 281-313-2378 or CustomerService@BestTrashTexas.com

The district's operator is [Inframark](http://www.Inframark.com). 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.