

MONTGOMERY COUNTY M.U.D No. 173

PO BOX 3264
Houston, TX 77253-3264
832-467-1599
www.Inframark.com



Dear New Customer:

Welcome to **Montgomery County Municipal Utility District No. 173**. 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 of \$100. Proof of ownership/lease agreement is required. A \$40.00 non-refundable application fee, and a \$30.00 transfer fee shall be paid by each Customer.

**The deposit, application fee, transfer fee and a signed Customer Service Agreement are 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 want same-day service, please visit our office before 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 MC M.U.D. No. 173**

Water provided at the following rates, subject to change.

Residential Water Rate		Sewer Rate
0 – 3,000 gallons	\$25.00	\$90.00 Flat Rate
3,001 – 5,000 gallons	\$5.50 per thousand gallons	
5,001 – 10,000 gallons	\$6.75 per thousand gallons	
10,001 – 15,000 gallons	\$10.00 per thousand gallons	
15,001 – 99,999 gallons	\$13.00 per thousand gallons	

A 15% penalty 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 is 30 days past due when current bills are generated, a termination notice will be mailed to your address, and a \$10.00 fee will be applied to your account. At that time, full payment of all charges (including current charges) will be required to avoid termination of service. If full payment is not received by the date indicated on the termination notice, a door notice will be issued informing you of the pending disconnection, and a \$20.00 fee will be assessed. Once service is disconnected, a \$100.00 disconnection fee will be added to your account.

The full balance of your account must be paid 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, or mailed are not acceptable forms of payment to restore services.*

Garbage service will be available in the near future. Additional information will be provided soon.

The district’s operator is [Inframark](http://www.Inframark.com). Contact Customer Service 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.