

**Memorial Point UD**  
 PO BOX 4728, DEPT 60670  
 Houston, TX 77210-4728  
 281-579-4500  
[www.Inframark.com](http://www.Inframark.com)

Dear New Customer:

Welcome to **Memorial Point UD**. 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 \$75.00 new service fee as well as a \$100 owner (proof of ownership required) / \$150.00 renter deposit prior to establishing connection. If a request is made for service to be temporarily turned off a \$30 fee will be added to your bill for the turn off and a \$25 fee 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 Memorial Point UD\*\***

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

Residential Water Rates	
0-3,000 GAL	\$20.00
3,001 – 10,000 GAL	\$7.50 / 1000 GAL
10,001 + GAL	\$12.50 / 1000 GAL

Residential Sewer	
0 – 7,000 GAL	\$35.00 / 1K GAL
7,001 – 10,000 GAL	\$8.00 / 1K GAL
10,001 + GAL	\$5.50 / 1K GAL

**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 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 \$20.00 will be assessed to your account and specified on the disconnection notice is the amount that is due to avoid termination of service. A door tag fee of \$20.00 will also be assessed to your account as needed. If full payment is not received as directed on the disconnection notice, your service will be disconnected. If service is disconnected a \$50 reconnection fee along with any required deposit 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 provided by **Memorial Point UD**, which has a service contract with the following trash provider. Contact your garbage provider regarding containers and collection days.

Garbage Company: Pro Star Waste LLC Phone: (936) 365-4210

[Email: customerservice5123@wcnx.org](mailto:customerservice5123@wcnx.org)

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.