



Northgate Crossing MUD 1

PO BOX 4728, DEPT 60661
HOUSTON, TX 77210-4728
281-579-4500
www.Inframark.com

Dear New Resident of **Northgate Crossing MUD 1**:

Welcome to **Northgate Crossing MUD 1**. 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 prior \$100 deposit or \$150 tenant deposit, as well as an application fee of \$40 prior to service. A \$10 confidentiality fee will appear on your first water bill if you choose to opt out of keeping your account confidential. Once service has started if a request is made for service to be temporarily disconnected a \$25 fee will be added to your bill. Additionally, a \$25 fee will be added to your bill to resume service as needed.

**The deposit, application fees, proof of ownership, proof of identity, and a signed Customer Service Agreement is required to set up service.*

The deposit will be refunded when your account is closed and paid in full. 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, all documents need to be submitted by 3:00PM CST. Inframark does not process Turn-On/Turn-Offs requests Friday – Sunday or on specified holidays.*

****Please make all payments payable to Northgate Crossing MUD 1****

Water provided at the following rates, subject to change.

Residential Water	
\$12.50	FIRST 10,000 GAL
\$1.50 / 1000 GAL	10,001-20,000 GAL
\$1.75 / 1000 GAL	THEREAFTER

North Harris County Regional Water Authority Fees
\$2.86/1000 GAL

Residential Sewer	
\$47.50	FIRST 20,000 GAL
\$2.50/1000 GAL	THEREAFTER

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.

If your account becomes past due at the time current bills are generated, a termination notice will be sent to your address (\$15 letter and \$15 door tag fee). Should full payment not be received as directed on the letter, your service will be disconnected. Should service be disconnected, a \$30 disconnection fee and \$60 reconnection fee will be added and an additional \$50 for disconnect deposit (each time) to your account.

The full balance of your account will be required to restore service, payable by cashier’s check, or money order only. The payment for disconnection of service is due by 4pm CST to restore same day service. If your district offers after-hour services, payment made after 4pm CST will be subject to after-hours fees Monday – Friday.

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 **Northgate Crossing MUD 1** who has a service contract with the following trash provider. Please contact your garbage provider regarding containers and pick-up days.

Texas Pride Disposal 281-342-8178

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.