

Rolling Creek UD

P.O. BOX 4728, DEPT 60765
 HOUSTON, TX 77210-4728
 P: (281) 579-4500
www.inframark.com

Dear New Resident of **Rolling Creek UD**:

Welcome to **Rolling Creek UD**. Below is a summary of policies, procedures, and rates to help you familiarize information related to your water and sewer service.

The district requires a \$100.00 owner deposit or \$100.00 tenant deposit prior to service. A transfer fee of \$30.00 will appear on your first water bill.

**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-Off requests Friday – Sunday or on specified holidays.*

**** Please Make all Payments Payable to Rolling Creek UD****

Water provided at the following rates, subject to change.

RESIDENTIAL WATER RATES	
\$21.00	FIRST 10,000 GAL
\$1.50/1000 GAL	10,000 – 20,000 GAL
\$2.00/1000 GAL	THEREAFTER

RESIDENTIAL SEWER	
\$33.19/MONTH	FLAT RATE

WHCWA FEES	
\$4.698	/1000 GAL

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, a disconnection notice will be sent to your address that may include your past due and current balance (\$20 fee). If a door tag is placed at the residence a \$5.00 fee will be added to your account. If full payment is not received as directed on the disconnection notice, your service will be disconnected. If service is disconnected, a \$65.00 reconnection fee will be added 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 4:00PM CST Monday through Friday, to restore with same day service. If your district offers after-hour services, payments made after 4:00PM CST will be subject to after-hours fees.

NOTE: Once an account is turned off due to a non-payment: Payments made online, by QR reader, over-the-phone, or mailed, are not acceptable forms of payment to restore services.

Garbage Service is provided by **Rolling Creek UD** who has a service contract with the following trash provider. Please contact your garbage provider regarding containers and pick-up days.

Garbage Company: Best Trash LLC

Phone: (281) 313-2378

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.