

South Street Villas

P.O. BOX 4728, DEPT 60778
 HOUSTON, TX 77210-4728
 P: (281) 579-4500

Dear New Resident:

Welcome to South Street Villas. Below is a brief summary of policies, procedures, and rates. The policies, procedures, and rates are subject to change at any time.

Inframark's office:

- New Service Agreement for **South Street Villas**

**** Please Make all Payments Payable to South Street Villas**

RESIDENTIAL WATER

\$8.02	Basic Water Service
\$5.63 / 1000	For every 1,000 gallons

RESIDENTIAL SEWER

\$3.16	Basic Sewer Charge
\$2.75 / 1000	For every 1,000 gallons

City Of Leander LUE Fee

\$1.99	Per Month
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CONTACT US

Inframark

P: (281) 579-4500

24 HR Emergencies (281) 398-8211

E: MUDDCustomerService@Inframark.com

Payment Options

- **Online**
 - Payment Method:
 - Credit/Debit Card, convenience fee 3% of payment amount
 - Electronic Check, convenience fee of \$1.00
 - www.paymyinframarkbill.com
- **QR Readers “InstaPay”**
 - Payment Method: Credit/Debit Card, convenience fee 3% of payment amount
 - Electronic Check, convenience fee of \$1.00
- **Over-the-Phone**
 - Payment Method: Credit/Debit Card, convenience fee 3% of payment amount
 - Payment Method: Check, convenience fee of \$1.00
 - English: Select Option “1”
 - Spanish: Select Option “2”
- **Mail-In (Personal Check/Bill Pay)**
 - ATTN TO: South Street Villas
P.O. BOX 4728, DEPT 60778
Houston, TX 77210-4728
- **In-Person**
 - Payment Method: Personal Check, Money Order or Cashier’s Check
Location: Inframark – Grandway West
(Entrance on North side of the Building)
2002 West Grand Parkway North, Suite 100
Katy, TX, 77449
Office Hours: 7:30AM – 5:00PM

Detailed Payment Instructions

- **Online**
 - Login to the payment portal website: www.paymyinframarkbill.com
 - Click “PAY BILL”
 - Enter “Amount to Pay” and Select “Payment Type”
 - Payment Method: Credit/Debit Card, Electronic Check
 - Click “CONTINUE WITH TRANSACTION”
 - Fill in “Payment Information” and Click “SUBMIT PAYMENT”
- **QR Readers “InstaPay”**
 - Open your QR Reader Application (one can be downloaded to your smart device from the App or Google Play stores)
 - Scan the Code
 - Proceed with the Payment Process
 - Payment Method: Credit/Debit Card

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If you would like to enroll in the Auto-Pay program visit Inframark's customer portal at www.paymyinframarkbill.com, to enroll or give us a call for further assistance.

Posting of Payments

IMPORTANT NOTICE

Please note, initiated payment date or postmarked payment date is not equivalent to posted payment date.

The following type of payment general posting time frame, which is dependent on your bank's releasing fund policy and/or USPS delivery of mail.

Over-the-Phone, 48-72 hours

Electronic Checks (check-free payments), minimum 48-72 hours

Mail-in Checks (personal checks or bill pay), minimum 10 days

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