

Timbergrove Trails POA

PO BOX 4728, DEPT 60846
Houston, TX 77210-4728
281-579-4500
www.Inframark.com



Dear New Customer:

Welcome to Timbergrove Trails POA. Below is a brief summary of policies, procedures, and rates. The policies, procedures, and rates are subject to change at any time. Any other City of Houston fees incurred by an owner will be billed as a pass-through cost on the water bill.

To establish service in your name, the following items must be completed and submitted to Inframark's office

- New Service Agreement for **Timbergrove Trails POA**

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

*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 Timbgrrove Trails POA****

Water provided at the following rates, subject to change.

Residential Water Rates		Residential Sewer	
\$2.27 / Month	Flat Rate	\$3.38/ Month	Flat Rate
\$7.69 / 1000 GAL		\$10.51/ 1000 GAL	

A \$25.00 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.

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 NOT provided by **Timbergrove Trails POA**.

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.