

Valley Ranch MUD 1

PO BOX 4728, DEPT 60871
HOUSTON, TX 77210-4728
281-579-4500
www.Inframark.com



Dear New Resident of **Valley Ranch MUD 1**:

Welcome to **Valley Ranch 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 and \$30 transfer fee. Once service has started if a request is made for service to be temporarily or permanently disconnected a \$40 fee will be added to your bill. Additionally, a \$40 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 2PM CST. Inframark does not process Turn-On/Turn-Offs requests Friday – Sunday or on specified holidays.*

****Please make all payments payable to Valley Ranch MUD 1 ****
Water provided at the following rates, subject to change.

Residential Water	
\$19.25	First 1,000 GAL
\$4.04 / 1000 GAL	1,001-10,000 GAL
\$4.34 / 1000 GAL	10,001+THEREAFTER

Porter UD Fee
\$1.75/ 1000 GAL

Residential Sewer	
\$50.00	FLAT

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. All charges are due to avoid termination of your service. Should full payment not be received as directed on the letter, your service will be disconnected. Should service be disconnected, a \$75 disconnection deposit (each time) will be added to your account plus an additional \$75 reconnection fee.

The full balance of your account will be required to restore service, payable by cashier’s check or money order only. If reconnecting due to non-pay cut off time is 4 PM CST. If your district offers After Hours Service, reconnections after 4 PM CST will be subject to After Hours Fees 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 Readers, over-the-phone, or mailed are not acceptable forms of payment to restore services.*

Garbage Service is provided by **Valley Ranch MUD 1** who has a service contract with the following trash provider. Please contact your garbage provider regarding containers and pick-up days.

Best Trash 281-313-2378

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.