



# Waller County MUD #34A

PO BOX 3264  
HOUSTON, TX 77253-3264  
832-467-1599  
www.Inframark.com

Dear New Customer:

Welcome to **Waller County MUD #34A**. 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 Residential Deposit, and a \$25.00 Application Fee. Once service has started if a request is made for service to be temporarily disconnected a \$60 fee will be added to your bill. Additionally, a \$60 fee will be added to your bill to resume service as needed.

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

**The deposit will be applied to your final bill. 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, 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 Waller MUD #19\*\***

*Water provided at the following rates, subject to change.*

<b>Residential Water</b>		<b>Garbage</b>
<b>\$40.00</b>	<b>0-10,000 GAL</b>	<b>\$30.87 Monthly</b>
<b>\$2.00 / 1000 GAL</b>	<b>10,001-20,000 GAL</b>	
<b>\$3.00 / 1000 GAL</b>	<b>20,001-30,000 GAL</b>	<b>BCGCD Fees</b>
<b>\$4.00 / 1000 GAL</b>	<b>30,000 + GAL</b>	<b>.07/1000 GAL</b>

**A 10% 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.**

If your account becomes past due, a disconnection notice will be sent to your address and a \$25.00 fee will be added to your account. If payment is still not received a door tag will be placed at your residence and a fee of \$50.00 will be added to your account. If full payment is still not received as directed on the disconnection notice, your service will be disconnected. A \$75.00 reconnect fee will be required to get service turned back on as well as any required deposits.

**The full balance of your account will be required to restore service, payable by credit/debit card, cashier’s check, or money order only. The payment for disconnection of service is due by 3:30pm CST Monday - Friday to restore with same day service. If your district offers after-hour services, payment made after 3:30pm CST will be subject to after-hours fees.**

**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 **Montgomery County MUD**, which has a service contract with the following trash provider. Contact your garbage provider regarding containers and collection days.

Texas Pride 281-342-8178

The district’s operator is **Inframark**. You can contact them at **832-467-1599**. 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.