

West Harris County MUD 1

P.O. BOX 4728, DEPT 60091
 HOUSTON TX, 77210-4728
 P: (281) 579-4500
 www.Inframark.com

Dear New Resident of West Harris County MUD 1:

Welcome to **West Harris County MUD 1**. Below is a summary of policies, procedures, and rates to help you familiarize information regarding your water and sewer service.

The district requires a \$100.00 resident deposit due prior to service. If services are cancelled for any reason, a \$25.00 final read/ turn-off fee will appear on the next bill. Once service has started if a request is made for service to be temporarily disconnected a \$25.00 fee will be added to your bill for the turn off. Additionally, a \$35.00 fee will be added to your bill to restore service.

**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 West Harris County MUD 1****

RESIDENTIAL WATER	
\$15.00	FIRST 5,000 GAL
\$2.80	/1000 THEREAFTER

NHCRWA FEES	
\$3.05	/1000 GAL

RESIDENTIAL SEWER

\$15.00 MINIMUM OR \$2.80/1000 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 at the time current bills are generated, a termination notice will be sent to your address (\$20 fee). Should full payment not be received as directed on the letter, your service will be disconnected. Should service be disconnected, a \$60.00 disconnection/reconnection fee will be added to your account.

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 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 **NOT** provided by **West Harris County MUD 1**. Please contact your garbage provider to establish service.

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.