

# 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. 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.