

Valley Ranch MUD 1

P.O BOX 684000
HOUSTON TX. 77268-4000
P: (281) 579-4500

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

Welcome to **Valley Ranch MUD 1**. Below is a brief summary of policies, procedures, and rates. The policies, procedures, and rates are subject to change at any time

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

- New Service Agreement for **Valley Ranch MUD 1**
 - Proof of Ownership:
 - Renter = Signed Lease Agreement
 - Owner = Signed Property Closing Document
 - Driver’s License / State ID / Military ID / Passport
 - The district requires a \$100.00 residential deposit prior to service.
 - A transfer fee of \$25.00 will appear on your first water bill. Once service has started, if a request is made for service to either be temporarily or permanently disconnected (for any reason), a fee of \$30.00 will be added to your bill for the turn off. Additionally, a fee of \$30.00 will be added to your bill to resume service as needed.
- 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 2:00PM CST. Inframark does not process Turn-On/Turn-Off requests Friday – Sunday or on specified holidays

**** Please Make all Payments Payable to Valley Ranch MUD 1****

RESIDENTIAL WATER	\$19.25 base includes first 1,000 gallons
1,001 – 10,000	\$3.19 / 1000 gallons
10,001 + thereafter	\$3.49 / 1000 gallons
RESIDENTIAL SEWER	\$36.25 Base includes first 1,000 gallons
1,0001 + thereafter	\$1.60 / 1000 gallons

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.

Delinquent:

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 **\$75.00 disconnection deposit (each time)** will be added to your account and an **additional \$75.00 for reconnection**. 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 reader, over-the-phone, or mailed, are not acceptable forms of payment to restore services*

Payment Options - Note: If a payment is returned unpaid by your bank (for any reason), a \$25.00 returned item fee will be added to your bill.

Certain payment options are made available through service providers who may charge users a convenience fee in connections with some payment options. Users may pay the monthly water and sewer bill via the payment options provided through the District and its operator including, but not limited to, the following:

- **Online**
 - Payment Method:
 - Credit/Debit Card, convenience fee 3% of payment amount
 - Electronic Check, convenience fee of \$1.00
 - www.paymyinframarkbill.com
- **QR Readers “InstaPay”**
 - Payment Method: Credit/Debit Card, convenience fee 3% of payment amount
 - Electronic Check, convenience fee of \$1.00
- **Over-the-Phone**
 - Payment Method: Credit/Debit Card, convenience fee 3% of payment amount
 - Payment Method: Check, convenience fee of \$1.00
 - English: Select Option “1”
 - Spanish: Select Option “2”
- **Mail-In (Personal Check/Bill Pay)**
 - ATTN TO: Valley Ranch MUD 1
P.O BOX 684000
HOUSTON, TX 77268

- **In-Person**

- Payment Method: Personal Check, Money Order or Cashier's Check
Location: Inframark – Grandway West
2002 West Grand Parkway North, Suite 100
Katy, TX, 77449
Office Hours: 7:30AM – 5:00PM

Detailed Payment Instructions

- **Online**

- Login to the payment portal website: www.paymyinframarkbill.com
- Click "PAY BILL"
- Enter "Amount to Pay" and Select "Payment Type"
- Payment Method: Credit/Debit Card, Electronic Check
- Click "CONTINUE WITH TRANSACTION"
- Fill in "Payment Information" and Click "SUBMIT PAYMENT"

- **QR Readers "InstaPay"**

- Open your QR Reader Application (one can be downloaded to your smart device from the App or Google Play stores)
- Scan the Code
- Proceed with the Payment Process
- Payment Method: Credit/Debit Card

If you would like to enroll in the Auto-Pay program visit Inframark's customer portal at www.paymyinframarkbill.com, to enroll or give us a call for further assistance.

Posting of Payments

IMPORTANT NOTICE

Please note, initiated payment date or postmarked payment date is not equivalent to posted payment date.

The following type of payment general posting time frame, which is dependent on your bank's releasing fund policy and/or USPS delivery of mail.

Over-the-Phone, 48-72 hours

Electronic Checks (check-free payments) minimum 48-72 hours

Mail-in Checks (personal checks or bill pay), minimum 10 days

Garbage and Sewer

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. Garbage Company: Best Trash LLC (281) 313-2378

CONTACT US

Inframark

Customer Service

P: (281) 579-4500 | E: MUDCustomerService@Inframark.com | **HOURS OF OPERATION: 7AM-7PM**

Dispatch (FOR EMERGENCIES AND AFTER HOUR ASSISTANCE)

P: (281) 398-8211 | **HOURS OF OPERATION: 24/7**