



Harris County MUD 433

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

Welcome to **Harris County MUD 433**. The following information is being provided to help you become familiar with policies and procedures. Also included are a few simple steps to get your water services started.

To establish service in your name, the following items must be completed and submitted to our office:

- 1.) New Service Agreement for **Harris County MUD 433**
- 2.) Proof of Ownership:
 - a. Renter = Signed Lease Agreement
 - b. Owner = Signed Property Closing Document
- 3.) Driver's License / State ID / Military ID / Passport
- 4.) The district requires a \$100 Deposit that 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 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.
- 5.) 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 Harris County MUD 433****

| RESIDENTIAL WATER RATES | |
|-------------------------|-------------------|
| \$18.00 | 0-5,000 GAL |
| \$1.75/1000 gal | 5,001-10,000 GAL |
| \$2.00/1000 gal | 10,001-20,000 GAL |
| \$2.50/1000 gal | THEREAFTER |

Sewer

45% of water bill (\$10.00 minimum) plus \$19.94 garbage

| | |
|---|------------------|
| NORTH HARRIS COUNTY REGIONAL WATER AUTHORITY FEE | \$4.51 /1000 GAL |
|---|------------------|

CONTACT US:

Inframark

P: (281) 579-4500

E: MUDCustomerService@Inframark.com

Garbage Service:

Garbage Service is provided by **Harris County MUD 433**, but if you have any questions regarding bins or pick up days please contact your garbage provider directly.

- **Company: Best Trash**
- **P: (281) 313-2378**

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 (**\$15.00 letter fee**) will be sent to your address. 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 and \$50 disconnection deposit (each time)** 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.

***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 check payment is returned by your bank unpaid (for any reason) a \$25.00 fee will be added to your bill.

- **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, \$1.00 flat fee
 - English: Select Option “1”
 - Spanish: Select Option “2”

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- **Mail-In (Personal Check/Bill Pay)**
 - ATTN TO: Harris County MUD 421
P.O BOX 684000
Houston, TX, 77268

- **In-Person**
 - Payment Method: Personal Check, Money Order or Cashier's Check
Location: Inframark – Grandway West
(Entrance on North side of the Building)
2002 West Grand Parkway North
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.

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)

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