



Harris County MUD 322

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

Welcome to **Harris County MUD 322**. 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 322**
- 2.) Proof of Ownership (if required by your district)
- 3.) Driver's License/State/Military ID
- 4.) The district requires a \$95.00 owner or \$195.00 tenant deposit and a \$20.00 application fee 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 a \$20.00 fee will be added to your bill. Additionally, a \$20.00 fee will be added to your bill to resume service as needed.
- 5.) **The deposit will be applied to the 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.**

Local Office Location:

Inframark – Grandway West
2002 West Grand Parkway North, Suite 100
Katy, TX, 77449
Office Hours: 7:30AM -5:00PM

**** Please Make all Payments Payable to Harris County MUD 322****

*Rates are subject to change at **any time**.*

RESIDENTIAL WATER RATES	
\$33.50	0-2,000 GAL
\$1.85/1000 gal	2,001-10,000 GAL
\$2.25/1000 gal	10,001-20,000 GAL
\$3.00/1000 gal	THEREAFTER

NORTH HARRIS COUNTY REGIONAL WATER AUTHORITY FEE	
\$4.60	/1000 GAL

CONTACT US

Inframark

P: (281) 579-4500

E: MUDCustomerService@Inframark.com

Garbage Service:

Garbage Service is provided by **Harris County Mud 322**, but if you have any questions regarding bins or pick up days please contact your garbage provider directly.

- **Company: Waste Management**
- **P: (713) 686-6666**

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. Should full payment not be received as directed on the letter, your service will be disconnected. Should service be disconnected, a **\$40.00 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-5:00pm.

Payment Options- Note: If a check payment is returned unpaid by your bank (for any reason) a \$25.00 returned check 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”
- **Mail-In (Personal Check/Bill Pay)**
 - ATTN TO: Harris County MUD 322
P.O BOX 684000
Houston, TX, 77268

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E: MUDCustomerService@Inframark.com

- **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.

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

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