

## West Harris County MUD 1

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

Dear New Resident of **West Harris County MUD 1**:

Welcome to **West Harris County 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 **West Harris County 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 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 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 \*\***

<b>RESIDENTIAL WATER RATES</b>	
\$15.00	FIRST 5,000 GAL
\$2.80/1000 gal	THEREAFTER
<b>RESIDENTIAL SEWER</b>	
\$15.00 MINIMUM OR \$2.80/1000 GAL	
<b>NHCRWA FEES</b>	
\$5.06	/1000 GAL

CONTACT US

**Inframark**

**Customer Service**

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

**Dispatch (FOR EMERGENCIES AND AFTER HOUR ASSISTANCE)**

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

**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. **A letter fee of \$20.00** will be assessed to your account and 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 **\$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*

**Payment Options**

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](http://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”

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- **Mail-In (Personal Check/Bill Pay)**
  - ATTN TO: West Harris County 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](http://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](http://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

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

**Garbage and Sewer**

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

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