



WESTLAKE MUD 1

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

Dear New Resident of **Westlake MUD 1**:

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

We will not be able to establish service in your name until **all** of the items are received by our office:

- 1.) New Service Agreement for **Westlake MUD 1**
- 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 \$250.00 tenant deposit / \$100 owner deposit (no deposit with proof of ownership) as well as an application fee of \$25.00 that must be paid prior to service. Once service has started if a request is made for service to be temporarily turned off a \$30.00 fee will be added to your bill to resume 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 WESTLAKE MUD 1****

RESIDENTIAL WATER RATES	
\$9.00	FIRST 5,000 GAL
\$0.80/1000 gal	5,001-10,000 GAL
\$1.00/1000 gal	THEREAFTER
RESIDENTIAL SEWER	
\$29.41	FIRST 5,000 GAL
\$1.00/1000	THEREAFTER
WHCRWA FEES	
\$4.07	/1000 GAL

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

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 door tag fee of \$10.00** 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 reconnection fee** will be added to your account and an **additional disconnect deposit (\$100 owner / \$250 renter)**. 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- **Note: If a check payment is returned unpaid by your bank (including check payments via alternative payment services) a \$25.00 returned item fee will be added to you 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, convenience fee of \$1.00
 - English: Select Option “1”
 - Spanish: Select Option “2”
- **Mail-In (Personal Check/Bill Pay)**
 - ATTN TO: Westlake MUD 1
 - P.O BOX 684000

CONTACT US Houston, TX, 77268

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Customer Service**

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- **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

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Garbage and Sewer

Garbage Service is provided by **Westlake 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

Phone: (281) 313-2378

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