

## Harris County MUD 264

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

Welcome to **Harris County MUD 264**. 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:

- New Service Agreement for **Harris County MUD 264**
- Proof of Ownership (if required by your district)
- Driver's License/State/Military ID
- The district requires a \$10 Transfer fee which will be listed in your first month's bill. Once service has started if a request is made for service to be temporarily disconnected, a fee of \$30.00 will be added to your bill. Additionally, a \$20.00 fee will be added to your bill to resume service.
- **The deposit( If any on file) 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.**
- **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.**

### 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 264\*\***

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

RESIDENTIAL WATER RATES	
\$10.00	0-5,000 GAL
\$1.25/1000 gal	5,001-20,000 GAL
\$1.50/1000 gal	20,001-50,000 GAL
\$1.75/1000 gal	50,001-100,000 GAL
\$2.00/1000 gal	THEREAFTER

RESIDENTIAL SEWER	
\$15.00	FLAT RATE

CONTACT US

**Inframark**

P: (281) 579-4500

E: [MUDCustomerService@Inframark.com](mailto:MUDCustomerService@Inframark.com)

WEST HARRIS COUNTY REGIONAL WATER AUTHORITY FEE	\$4.0425 /1000 GAL
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**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 **\$60.00 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.

***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, a returned item fee of \$25.00 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](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, \$1.00 flat fee
  - English: Select Option “1”
  - Spanish: Select Option “2”
- **Mail-In (Personal Check/Bill Pay)**
  - ATTN TO: Harris County MUD 264  
P.O BOX 684000  
Houston, TX, 77268

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- **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](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

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

### **Garbage and Sewer**

Garbage services are not included with Harris County MUD 264.

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