

Harris County MUD 372

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

Dear New Resident of **Harris County MUD 372**:

Welcome to **Harris County MUD 372**: 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:

- 1.) New Service Agreement for **Harris County MUD 372**
- 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 deposit per meter, if you are a tenant, prior to service start. There will be a \$22.50 transfer and \$25.00 confidentiality request that will be applied to the first month's bill. Once service has started, if a request is made for service to be temporarily or permanently disconnected, a \$30.00 turn off fee will be added to your bill. Additionally as needed, a \$30.00 turn on fee will be added to your bill to resume service.

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.

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 372****

RESIDENTIAL WATER RATES	
\$10.82/Month	First 2,000
\$4.23/1000 gallons	2,001-12,000 gallons
\$6.96/1000 gallons	Thereafter

RESIDENTIAL SEWER	
First 2,000	\$6.81
Thereafter	\$6.53/1000 gallons

CONTACT US

Inframark, Customer Service

Phone: (281) 579-4500 | Email: MUDCustomerService@Inframark.com | HOURS OF OPERATION: 7:00AM-7:00PM

Dispatch - FOR EMERGENCIES AND AFTER HOUR ASSISTANCE

Phone: (281) 398-8211 | HOURS OF OPERATION: 24 hours, 7 days a week

A \$10.00 penalty/ 10% amount 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, a disconnection notice will be sent to your address that may include your past due and current balance. A **\$17.50** delinquent letter fee will be applied to your account, specified on the disconnection notice is the amount that is due to avoid termination of service. If full payment is not received as directed on the disconnection notice, your service will be disconnected. If service is disconnected, a **\$135.00 reconnection fee and \$75.00 deposit** will be added to your account. The full balance of your account will be required to restore service, payable by cashier's check or money order only. The payment for disconnection of service is due by 4:00PM CST 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 - Please note: If a check payment is returned unpaid by your bank, a \$50.00 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 372**
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
- 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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