



Harris County MUD 434

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

Welcome to **Harris County MUD 434**. 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 434:**
- 2.) Proof of Ownership:
 - a. Renter = Signed Lease Agreement
 - b. Owner = Signed Property Closing Document
- 3.) Driver's License/State/Military ID
- 4.) The district requires a \$50 Deposit for owners or a \$75 deposit for tenants prior to establishing connection. Also, there is a \$35 Application fee that will appear on your first water bill. Once service has started if you request for service to be temporarily disconnected a \$60.00 fee for disconnection and reconnection will be added to your bill.
- 5.) **The deposit will be to your 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.**
- 6.) 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 434****

RESIDENTIAL WATER RATES	
\$18.20	0-4,000 GAL
\$0.95/1000 gal	4,001-10,000 GAL
\$1.30/1000 gal	10,001-15,000 GAL
\$1.60/1000 gal	15,001-20,000 GAL
\$2.00/1000 gal	THEREAFTER

Sewer
\$43.69 Flat Monthly

West Harris County Regional Water Authority Fee
\$3.6915 / 1000 Gal

CONTACT US:

Inframark

P: (281) 579-4500

E: MUDCustomerService@Inframark.com

Garbage Service:

Garbage Service is provided by **Harris County MUD 434**, but if you have any questions regarding bins or pick up days please contact your garbage provider directly.

- **Company: WCA**
- **P: (281) 368-8397**

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 and door tag fee of \$20.00** will be assessed to your account and specified on the disconnection notice is the amount that is due to avoid termination of service. Should full payment not be received as directed on the letter, your service will be disconnected. Should service be disconnected, a **\$125.00 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 (including check payments made via alternative payment services) is returned unpaid by your bank (for any reason) a \$35.00 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”

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

- **Mail-In (Personal Check/Bill Pay)**
 - ATTN TO: Harris County MUD 421
P.O BOX 684000
Houston, TX, 77268

- **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.

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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