

WEST MEMORIAL MUD

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

Dear New Resident of **West Memorial MUD**:

Welcome to **West Memorial MUD**. 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 Memorial MUD**
- Proof of Ownership:
 - Renter = Signed Lease Agreement
 - Owner = Signed Property Closing Document
- Driver's License / State ID / Military ID / Passport
- The district requires a \$90.00 residential deposit prior to 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 Memorial MUD****

RESIDENTIAL WATER RATES	
\$10.00	FIRST 15,000 GAL
\$1.50/1000 gal	15,001 - 25,000 GAL
\$1.75/1000 gal	25,001 – 35,000 GAL
\$2.50/1000 gal	THEREAFTER

RESIDENTIAL SEWER	
\$12.50/MONTH	FLAT RATE

WHCRWA FEES	
\$3.795	/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: 24/1

A 15% 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. 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 **\$65.00 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. 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 a **\$25.00 fee** will be added to your bill.

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
- **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”

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: 24/2**

- **Mail-In (Personal Check/Bill Pay)**
 - ATTN TO: West Memorial MUD
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
 - 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

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: 24/3**

Garbage and Sewer

Garbage Service is NOT provided by **West Memorial MUD**. **Please** contact your garbage provider to establish service. Garbage Company: Texas Pride Phone: (281) 342-8178

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: 24/4