

Harris County MUD 491

PO BOX 3264
 HOUSTON, TX 77253-3264
 832-467-1599
www.inframark.com

Dear New Customer:

Welcome to **Harris County MUD 491**. The following information is being provided to help you become familiar with the policies, procedures and rates relating to your water and sewer service.

The district requires a \$100.00 owner deposit or a \$125.00 tenant deposit and a \$25.00 application fee due prior to service initiation. Once service has started, if request is made for service to be temporarily disconnected, a fee of \$35.00 will be added to your bill. Additionally, a \$35.00 fee will be added to your bill to resume service. If temporarily disconnected for plumbing repairs, the fee will be \$20.00. Any after-hours requests will be \$80.00.

**The deposit, application fees and a signed Customer Service Agreement is required to set up service.*

The deposit will be applied 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.

**If you are wanting same day service, please visit our office prior to 2PM to process your request. Inframark does not process Turn-On/Turn-Offs requests Friday – Sunday or on specified holidays.*

****Please make all payments payable to Harris County MUD 491****

Water provided at the following rates, subject to change.

Residential Water		Residential Sewer	
\$18.00	0-5,000 GAL	\$63.96 FLAT RATE	MONTHLY
\$1.75/1000 GAL	5,001-10,000 GAL		
\$2.00/1000 GAL	10,001-20,000 GAL		
\$2.50/1000 GAL	THEREAFTER		

State Assessment Fee	
.05% of Water/Sewer Charges	
WHCRWA	
\$4.66/1000 GAL	

A 10% penalty of the unpaid will be assessed if payment is received after the due date. This amount is shown in the "AFTER DUE DATE" block on your bill.

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 fee of \$20.00 will be added to your bill for the delinquent letter. Specified on the disconnection notice is the amount that is due to avoid termination of service. If a door tag is placed at your residence a \$20.00 door tag fee will be added to your account. If full payment is not received as directed on the disconnection/reconnection notice, your service will be disconnected. If service is disconnected, a \$40.00 reconnection fee will be added to your account.

The full balance of your account will be required to restore service, payable by credit/debit card, cashier's check, or money order only. The payment for disconnection of service is due by 3:30pm CST Monday - Friday to restore with same day service. If your district offers after-hour services, payment made after 3:30pm CST will be subject to after-hours fees.

NOTE: *Once an account is turned off due to a non-payment: payments made by checks, QR Readers, or mailed are not acceptable forms of payment to restore services.*

Garbage Service is provided by **Harris County MUD 491** who has a service contract with the following trash provider. Please contact your garbage provider regarding containers and pick up days.

Garbage Company: Republic Services
 Phone: (713) 948-7600

The district's operator is **Inframark**. You can contact them at **832-467-1599**. Our Dispatch responds to emergencies 24 hours a day. Billing questions and non-emergency calls are taken Monday – Friday 8AM to 5PM. Please do not hesitate to call with any questions, concerns, or service problems. We are here to help.



NEW RESIDENT TO BRIDGELAND?

Welcome! Republic Services is the exclusive provider of trash and recycling services in Bridgeland. Here is how to set up your new service.

- First call and set up your water account.

Then email the following information to bnussa@republicservices.com.

- Which Municipal Utility District do you live in?

_____ Harris County MUD No. 489 www.bridgelandwater.com

_____ Harris County MUD No. 491 www.bridgelandwater.com

_____ Harris County MUD No. 493 www.bridgelandwater.com

- **Does the home you are moving into currently have a trash and recycling cart?** Y or N

- Please complete:

Name _____

Address _____

City/Zip _____

Phone _____

Email _____

Signature _____

If you do not have carts, your carts will be scheduled for delivery to your home within five business days after receiving this form. Sign up for alerts at www.bridgelandwater.com. Republic Services will provide new residents with service information for their district. Please note that both the trash and recycling carts remain property of Republic Services. Thank you for being a Republic Services customer and welcome to Bridgeland!