

PO BOX 3264  
Houston, TX 77253-3264  
832-467-1599  
[www.Inframark.com](http://www.Inframark.com)

Dear New Customer:

Welcome to **Harris County MUD 5**. 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 \$75 owner's deposit or \$200 tenant's deposit prior to service as well as an application fee of \$35. Once service has started if a request is made to temporarily discontinue service a \$25 fee will be added to your bill to resume service

*\*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 5\*\***

*Water provided at the following rates, subject to change.*

Residential Water	
\$32.25	0-3,000 GAL
\$4.00 / 1000 GAL	3,001-8,000 GAL
\$4.25 / 1000 GAL	8,001-15,000 GAL
\$4.75 / 1000 GAL	15,001+ GAL

Residential Sewer	
\$32.25	Flat Rate

**A 10% penalty 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 at the time current bills are generated, a termination notice will be sent to your address, and a \$15 delinquent letter fee will be assessed to your account. Should full payment not be received as directed on the letter, your service will be disconnected. Should service be disconnected, a \$100 reconnection fee and disconnection deposit if none on file 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 through the Homeowner's Association

The district's operator is [Inframark](http://www.Inframark.com). 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.