

Town of Providence Village

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

Dear New Customer:

Welcome to **Town of Providence Village**. 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 deposit of \$60.00 for the owner, \$60.00 for the tenant and a \$45.00 transfer fee prior to starting service. If a request to opt out of keeping your account confidential is signed, a \$16.00 fee will be added to your first bill. **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 Town of Providence Village****
Water provided at the following rates, subject to change.

Residential Water	Usage
\$31.76	Base
\$3.15	0-3,000 GAL
\$3.99	3,001-9,000 GAL
\$4.91	9,001-15,000 GAL
\$5.49	15,001-20,000 GAL
\$6.33	20,001-25,000 GAL
\$9.42	OVER 25,000 GAL

Residential Sewer	
\$55.88	Under 10,000 gallons
\$60.01	Over 10,000 gallons
Monthly Trash and Recycling	
\$22.50	MONTHLY FEE
Monthly Fire Protection Plan	
\$2.05	MONTHLY FEE

A \$10.00 or 10% (for bills \$100 and over for bills \$100 and over) **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 delinquent notice fee of \$16.00 will be added to your account. Specified on the disconnection notice is the amount that is due to avoid termination of service. If needed a door tag will be placed at your residence and a \$16.00 tag fee will be added to your account. If full payment is not received as directed on the disconnection notice, your service will be disconnected. If service is disconnected, a \$150.00 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 services: Republic Trash Services: 800-328-7274

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