

## Valley Ranch M.U.D. No. 1

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

Dear New Resident of **Valley Ranch M.U.D. No. 1**:

Welcome to **Valley Ranch M.U.D. No. 1**. 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 prior to service a \$100 deposit and \$30 transfer fee. Once service has started, if a request is made for service to be temporarily or permanently disconnected a \$40 fee will be added to your bill. Additionally, a \$40 fee will be added to your bill to resume service as needed.

*\*The deposit, application fees, proof of ownership, proof of identity, and a signed Customer Service Agreement are required to set up 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 2PM CST. Inframark does not process Turn-On/Turn-Offs requests Friday – Sunday or on specified holidays.*

**\*\*Please make all payments payable to Valley Ranch M.U.D. No. 1\*\***

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

<b>Residential Water</b>	
\$19.25	First 1,000 GAL
\$4.04 / 1000 GAL	1,001-10,000 GAL
\$4.34 / 1000 GAL	10,001+THEREAFTER

<b>Porter UD Fee</b>
\$1.75/ 1000 GAL

<b>Residential Sewer</b>	
\$50.00	FLAT

**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.**

If your account becomes past due at the time current bills are generated, a termination notice will be sent to your address and a charge of \$20.00 will be added. Additionally, if needed a door tag will be placed on your door and a \$20.00 tag fee will be added to your bill. 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 \$75 disconnection deposit (each time) will be added to your account plus an additional \$75 reconnection fee.

**The full balance of your account will be required to restore service, payable by credit card, 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 CST 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 Readers, over-the-phone, or mailed are not acceptable forms of payment to restore services.*

Garbage Service is provided by **Valley Ranch M.U.D. No. 1** who has a service contract with the following trash provider. Please contact your garbage provider regarding containers and pick-up days.

**Best Trash 281-313-2378**

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.