

## West Bastrop Village

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

Dear New Customer:

Welcome to **West Bastrop 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 \$150.00 and a \$30.00 application fee. *\*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 West Bastrop Village\*\***  
*Water provided at the following rates, subject to change.*

Residential Water	Usage
\$45.00	Base (Min 0-5,000)
\$4.00	5,001-10,000 GAL
\$5.00	10,001-15,000 GAL
\$5.75	15,001-20,000 GAL
\$6.75	OVER 20,000 GAL

Residential Sewer	
\$90.00	FLAT MONTHLY FEE

**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 delinquent notice fee of \$10.00 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 \$5.00 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 \$50.00 disconnection fee will be added to your account, and a \$50.00 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 is with Texas Disposal System for related questions contact: (800)375-8375 or [customercare@texasdisposal.com](mailto:customercare@texasdisposal.com).

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.

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