

# WESTLAKE MUD 1

P.O. BOX 3264  
 HOUSTON TX, 77253-3264  
 P: (832) 467-1599  
 www.Inframark.com

Dear New Resident of Westlake MUD 1:

Welcome to **Westlake MUD 1**. Below is a summary of policies, procedures, and rates to help you familiarize information regarding water and sewer service.

The district requires a \$250.00 tenant deposit / \$100 owner deposit (no deposit with proof of ownership) as well as an application fee of \$25.00 that must be paid prior to service. Once service has started if a request is made for service to be temporarily turned off a \$30.00 fee will be added to your bill to resume service.

*\*The deposit, application fee, proof of residency, proof of identification, and Customer Service Agreement is 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 3:00PM CST. Inframark does not process Turn-On/Turn-Off requests Friday – Sunday or on specified holidays.*

**\*\* Please Make all Payments Payable to WESTLAKE MUD 1\*\***

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

Residential Rates Water	
First 5,000 gallons	\$9.00
Next 5,000	\$0.80/1000 Gallons
Thereafter	\$1.00/1000 Gallons
<b>WHCRWA Fees</b>	\$4.345/1000 Gal

Sewer	
First 5,000 gallons	\$34.56
Thereafter	\$1.00/1000 Gallons

**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 (\$10 fee). Should full payment not be received as directed on the letter, your service will be disconnected. Should service be disconnected, a \$60.00 reconnection fee will be added to your account and an additional disconnect deposit (\$100 owner / \$250 renter).

**Full balance of your account will be required to restore service, payable by 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. 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 reader, over-the-phone, or mailed, are not acceptable forms of payment to restore services.*

Garbage Service is provided by **Westlake MUD 1** who has a service contract with the following trash provider. Please contact your garbage provider regarding containers and pick-up days.

**Garbage Company: Best Trash LLC Phone: (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.