HARRIS COUNTY M.U.D. No. 502

17495 Village Green Dr
Jersey Village, TX 77040
832-467-1599
www.Inframark.com

Dear New Customer:

Welcome to **Harris County Municipal Utility District No. 502.** 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 security deposit of $150.00. Proof of ownership/lease agreement is required. A $35.00 non-refundable application fee shall be paid by each Customer.

**The deposit, application fees, and a signed Customer Service Agreement are 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. Processing time will take 6-8 weeks from the final bill date.

**If you want same-day service, please visit our office before 2PM to process your request. Inframark does not process Turn-On/Turn-Offs requests Saturday – Sunday or on specified holidays.*

Please make all payments payable to **HC M.U.D. No. 502

Water provided at the following rates, subject to change.

Residential Water Rate		**Sewer Rate**
0 – 7,000 gallons	$22.00	$30.00 flat rate per month
7,001 – 15,000 gallons	$2.25 per thousand gallons	
15,001 – 25,000 gallons	$2.50 per thousand gallons	**West Harris County Regional Water Authority (WHCRWA)**
25,001 – 99,999 gallons	$3.00 per thousand gallons	$4.61 per thousand gallons

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. Your due date is the 15th of each month.

If your account is 30 days past due at the time current bills are generated, a termination notice will be sent to your address and a $15.00 fee will be assessed to your account. At this point, all charges (including current charges) are due to avoid termination of your service. Should full payment not be received as directed on the termination notice, your service will be disconnected. Once disconnected, a $75.00 disconnect fee will be added to your account. An additional deposit will be required. A $40.00 charge will be assessed on all payments returned by the bank.

The full balance of your account must be paid 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, or mailed are not acceptable forms of payment to restore services.*

Garbage Service is provided by Waste Management. Please contact your garbage provider regarding containers and pick up days.

Garbage Company: Waste Management
Phone: (713) 686-6666

The district's operator is Inframark. Contact Customer Service 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.