

Horizon Regional M.U.D.

14100 Horizon Blvd
 Horizon City, TX 79928
 832-467-1599
www.inframark.com

Dear New Customer:

Welcome to **Horizon Regional M.U.D.** 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 \$100 owner / tenant deposit prior to establishing connection. If a request is made for service to be turned off a \$40 fee will be added to your bill for the turn off and a \$40 fee to resume service.

**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 Horizon Regional M.U.D****

Water provided at the following rates, subject to change.

RESIDENTIAL WATER RATES		RESIDENTIAL SEWER RATES	
\$20.85	FIRST 3,000 GAL	\$18.68	FIRST 3,000 GAL
\$1.58/1000	3,001- 6,000 GAL	\$1.05/1000	3,001- 6,000 GAL
\$1.98/1000	6,001- 10,000 GAL	\$1.31/1000	6,001- 10,000 GAL
\$2.47/1000	10,001- 15,000 GAL	\$1.64/1000	10,001- 15,000 GAL
\$3.09/1000	15,001- 25,000 GAL	\$2.05/1000	15,001- 25,000 GAL
\$3.86/1000	25,001- 50,000 GAL	\$2.56/1000	25,001- 50,000 GAL
\$4.82/1000	50,001- 100,000 GAL	\$3.20/1000	50,001- 100,000 GAL
\$6.03/1000	100,001- 250,000 GAL	\$4.01/1000	100,001- 250,000 GAL
\$7.53/1000	250,001- 400,000 GAL	\$5.01/1000	250,001- 400,000 GAL
\$9.42/1000	400,001- 1,000,000 GAL	\$6.26/1000	400,001- 1,000,000 GAL
\$11.77/1000	Thereafter	\$7.82/1000	Thereafter

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, a disconnection notice will be sent to your address that may include your past due and current balance. If full payment is not received as directed on the disconnection notice, your service will be disconnected. If service is disconnected a \$25.00 disconnection fee will be added to your account (first time \$25.00; thereafter \$100.00). Additionally, a \$100 disconnection deposit may be required.

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 service is provided by **Horizon Regional M.U.D.**, which has a service contract with the following trash provider. Contact your garbage provider regarding containers and collection days.

El Paso Disposal 915-772-7495

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