

Ft Bend County MUD 37

PO BOX 4728, DEPT 60037
 HOUSTON, TX 77210-4728
 281-579-4500
 www.Inframark.com



Dear New Customer:

Welcome to **Ft Bend County MUD 37**. 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 \$100.00 owner deposit or a \$200.00 tenant deposit prior to service. Once service begins if a request is made to have service temporarily or permanently disconnected a \$11.00 fee will be added to your bill. Additionally, a \$11.00 fee will be added to your bill to resume service as needed.

**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 Ft Bend County MUD 37****

Water provided at the following rates, subject to change.

Residential Water		Residential Sewer	
\$12.75	0 – 6,000 GAL	\$15.00 / Month	Flat Rate
\$1.75 / 1000 GAL	6,001 – 10,000 GAL		
\$2.00 / 1000 GAL	10,001 – 20,000 GAL		
\$2.25 / 1000 GAL	20,001 – 30,000 GAL		
\$2.50 / 1000 GAL	Thereafter		
		NFBWA	\$5.005/1000
		Fire & EMS	\$24.00/month within Pin Oak Village Subdivision only

A 10% penalty or \$5.00 (whichever is greater) 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. If a door tag is received a \$10 fee will be added to your bill. If full payment is not received as directed on the disconnection notice, your service will be disconnected. If service is disconnected, a \$50 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 Service is NOT provided by **Ft Bend County MUD 37**. Please contact your garbage provider to establish service.

Garbage Company: Best Trash
Phone: 281-313-2378

The district’s operator is **Inframark**. You can contact them at **281-579-4500**. 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.