

## Timbergrove Trails

P.O BOX 684000  
HOUSTON TX. 77268-4000  
P: (281) 579-4500

Dear New Resident of:

Welcome to Timbergrove Trails. Below is a brief summary of policies, procedures, and rates. The policies, procedures, and rates are subject to change at any time. Any other City of Houston fees incurred by an owner will be billed as a pass-through cost on the water bill.

To establish service in your name, the following items must be completed and submitted to Inframark's office:

- New Service Agreement for Timbergrove Trails HOA

**\*\* Please Make all Payments Payable to Timbergrove Trails HOA**

### RESIDENTIAL WATER RATES

\$3.67/month

Flat Rate

\$4.43

Per 1000 gallons

### RESIDENTIAL SEWER

\$1.62/month

FLAT RATE

\$4.43

Per 1000 gallons

**A 5% penalty will be assessed if payment is not received after 16 days. This amount is shown in the "AFTER DUE DATE" section on your bill.**

CONTACT US

**Inframark**

P: (281) 579-4500

24 HR Emergencies (281) 398-8211

E: [MUDCustomerService@Inframark.com](mailto:MUDCustomerService@Inframark.com)

## Payment Options

- **Online**
  - Payment Method:
    - Credit/Debit Card, convenience fee 3% of payment amount
    - Electronic Check, convenience fee of \$1.00
  - [www.paymyinframarkbill.com](http://www.paymyinframarkbill.com)
- **QR Readers “InstaPay”**
  - Payment Method: Credit/Debit Card, convenience fee 3% of payment amount
  - Electronic Check, convenience fee of \$1.00
- **Over-the-Phone**
  - Payment Method: Credit/Debit Card, convenience fee 3% of payment amount
  - Payment Method: Check, convenience fee of \$1.00
  - English: Select Option “1”
  - Spanish: Select Option “2”
- **Mail-In (Personal Check/Bill Pay)**
  - ATTN TO: Timbergrove Trails HOA  
P.O BOX 684000  
Houston, TX, 77268
- **In-Person**
  - Payment Method: Personal Check, Money Order or Cashier’s Check  
Location: Inframark – Grandway West  
(Entrance on North side of the Building)  
2002 West Grand Parkway North, Suite 100  
Katy, TX, 77449  
Office Hours: 7:30AM – 5:00PM

## Detailed Payment Instructions

- **Online**
  - Login to the payment portal website: [www.paymyinframarkbill.com](http://www.paymyinframarkbill.com)
  - Click “PAY BILL”
  - Enter “Amount to Pay” and Select “Payment Type”
  - Payment Method: Credit/Debit Card, Electronic Check
  - Click “CONTINUE WITH TRANSACTION”
  - Fill in “Payment Information” and Click “SUBMIT PAYMENT”
- **QR Readers “InstaPay”**
  - Open your QR Reader Application (one can be downloaded to your smart device from the App or Google Play stores)
  - Scan the Code
  - Proceed with the Payment Process
  - Payment Method: Credit/Debit Card

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If you would like to enroll in the Auto-Pay program visit Inframark's customer portal at [www.paymyinframarkbill.com](http://www.paymyinframarkbill.com), to enroll or give us a call for further assistance.

### **Posting of Payments**

#### **IMPORTANT NOTICE**

Please note, initiated payment date or postmarked payment date is not equivalent to posted payment date.

The following type of payment general posting time frame, which is dependent on your bank's releasing fund policy and/or USPS delivery of mail.

Over-the-Phone, 48-72 hours

Electronic Checks (check-free payments), minimum 48-72 hours

Mail-in Checks (personal checks or bill pay), minimum 10 days

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