Date: Mar 16, 2020

\*\*\* Effective 3/16/20, all Inframark Customer Service Payment office sites will be locked to mitigate potential transmission of COVID-19.  We encourage customers to pay in one of the following manners:

1. online @ [www.paymyinframarkbill.com](http://www.paymyinframarkbill.com).
2. By phone at 281-377-9010
3. There is a dropbox located outside of our office, NO CASH ACCEPTED. If you need assistance, please call 915-852-3917 to speak to a customer service representative. We will continue to process customer payments and respond to customer inquiries by email ([mudcustomerservice@](mailto:mudcustomerservice@)inframark.com) or calls at 915-852-3917. We will be checking payments and processing mailed payments as well. Please include your account number on payment to ensure accurate posting.
4. Please use Drive Thru stay in your vehicle for payments and contracts. Do not walk to Drive Thru.

If you have a water or sewer emergency, please call 915-852-3917 or 281-398-8211 and you will receive immediate assistance.  For any billing questions, please call 915-852-3917

Please bear with us as we strive to keep our staff and customers healthy during this pandemic.