



Your District is Moving to a New Billing Software and Online Customer Portal

Please note that your scheduled automatic payments will NOT be drafted unless you sign up in the new portal. You'll receive an email in the next day or two with the link. You can also call Customer Service at 832-467-1599 for assistance.

What does this mean for you?

You will receive a new utility account number! Plus, your bills will be even more convenient.

Update your Auto Pay

You will have to re-enroll for Auto Pay and update the mailing address if paying with your bank's online Bill Payment Service.

New Mailing Address

If you are mailing a check, please use the address located on the pre-printed payment coupon.

Here's a quick heads-up:

The format for your current utility account number will undergo a change. It will change to a 6-digit format (xxxxxx).

For online bill payments, there will be a separate payment ID in the (xxxxx-xxxxxxxxxxx) format.

If you are using online bill-pay, please update the address to the following:

Your District Name

P.O. Box 3264

Houston, TX 77253-3264

Have questions or need assistance? Please contact us at customerservice@inframark.com or 832-467-1599.

You can also visit our Operator's website at www.inframark.com