

# Residents:

## How can I pay my water bill?

- **Visa or MasterCard Credit Cards** via the internet. Customers log onto [www.paymyutilitybill.com](http://www.paymyutilitybill.com) to pay their water and sewer bills. A 5% fee will be assessed to each customer for this convenience and they will receive a reminder each time they pay this way.
- **CUSTOMER'S OWN on-line bill pay service:** Customers have the option to pay their water bill on-line through their own bill payment service. There is no additional charge to the District or the customer for this payment method. The transfer is now made electronically, thus reducing the time the District receives its funds.
- **Check by phone:** Those customers who do not have access to the internet or do not want to use a credit card may pay over the phone via a "one time" electronic check. With their authorization, Texas State Bank will create an electronic transaction from the customer's bank account to the District's account. The customer will be assessed a \$3.95 charge by the bank for this service.
- **Direct payment plan:** This option allows customers to set up automatic withdrawals from their bank account each month to pay their water bill. Customers complete simple paperwork to begin the drafting. Each month, their water bill will state that the payment is in the form of a "Bank Draft." The District will be charged \$1.00 per transaction and may opt to absorb this cost.
- **Supermarket PAYMENT LOCATIONS:** Customers have the option of paying their water bills at many local supermarkets. HEB, Kroger and Gerlands will accept customer payments. Customers must present their payment coupon at the supermarket and will be assessed a \$1.00 service charge for this service.
- **Pay by check or money order** at our office located at 16758 Telge Road, Monday-Friday 8am-5pm.

## What can I do if I disagree with my bill?

If you have a billing dispute, call us at 281-290-6507 to discuss. We may recommend you write to the Board of your District to resolve an issue if we can't satisfy you. Send correspondence to:

Horsepen Bayou MUD  
c/o Municipal District Services  
P.O. Box 1827  
Cypress, TX 77410

## I'm moving. How can I stop service?

Call us Monday-Friday at 281-290-6507 to discontinue service or start new service.

## I think I have a water leak. Who should I call?

Call us 24 hours a day at 281-290-6503 to report a water or sewer problem. We'll respond immediately to investigate.

# Builders:

Municipal District Services provides water taps and inspections to both residential and commercial builders. For assistance, please call our Service Department at 281-290-6503.

## Contact Us:

[info@municipaldistrictservices.com](mailto:info@municipaldistrictservices.com)



Municipal District Services, LLC

16758 Telge Road, Cypress, TX 77429

281-290-6500

Main

281-290-6503

24-Hour Service Hotline

281-290-6507

Customer Billing Questions

281-290-6503

Builder Services