



Porter Special Utility District

22162 Water Well Road

Porter, Texas 77365

Office: (281) 354-5922

Fax: (281) 354-5050

Welcome to Porter Special Utility District!

It is great to have you join us as a customer and we look forward to serving you! This handout provides information regarding your water bill, including but not limited to due dates, disconnection due to delinquent status, late fee charges, delinquent fees, acceptable methods of payment, and a glimpse at the water rate structure. If you have any questions, please call the District Office during business hours, Monday through Friday from 7:00am to 4:00pm. Email us at customerservice@portersud.com.

In an effort to better serve you, please be sure that your contact information is up-to-date and sign up for alerts and notifications on the District's website (<https://portersud.com>).

Bills are sent out via USPS and email the last day of the month or the first day of the following month.

Bills are due upon receipt and will be considered late after the 15th of the month unless otherwise noted on the bill. If the 15th day of the month falls on a weekend, the following Monday will be the due date. A 10% **late fee** will be applied if payment is not received by the 15th of each month, unless otherwise noted.

Payments not received by the due date will be subject to disconnection due to delinquent status. To have your service restored after disconnection, the following will apply and must be paid **IN FULL** prior to restoration of water service: Original Amount Due + 10% Late Fee + \$100 Delinquent Fee + 25% Increase of Deposit

The following are acceptable payment methods:

➔ Cash, Check, eCheck, Credit Card, Debit Card, Money Order

The following are acceptable payment delivery options:

- Pay at our District Office or call our Office (pay over the phone) during business hours
- 24-hour Drop Box located at the front of the District Office (to the left of the front door)
- Pay Online
 - <https://portersud.com>
 - Auto Pay

Penalties will not be waived for failure to receive your bill. If you experience problems receiving your bill, please contact the United States Post Office (USPS).

For afterhours water-related emergencies, please call (281) 354-5922.