



1300 Post Oak Blvd., Ste. 2400
Houston, TX 77056
(713) 623-4531
www.hcmud490.com

March 10, 2026

Dear Resident,

Beginning **April 13, 2026**, the District's operations will officially transition to **Si Environmental, LLC**. Si Environmental has been selected by the Board of Directors to serve as the new operator for our water and sewer system as part of the Board's ongoing efforts to address operational performance and resident concerns, including those related to water quality.

What You Need to Know

- **Final Inframark Bill:** This bill is your last from Inframark.
- **New Account Setup:** After final meter readings are complete, Si Environmental will automatically create your new customer account. Any deposits you have with the District will transfer—no new deposit is required.
- **Future Bills:** Your next water and sewer bill will arrive from Si Environmental. At that time, you will also have the option to create an online account, view billing history, sign up for paperless billing, and set up new automatic payments. (Please note: any automatic payment arrangements you may have with Inframark will not transfer.)

Contact Information for Si Environmental

- **Customer Care:** 832-490-1600
- **24/7 Emergency Repairs:** 832-490-1601
- **Website:** www.sienviro.com

Contacting the District

For questions or concerns, please use the BWA Connect app or the contact page on our website:
www.hcmud490.com/contact-us.

The Board of Directors thanks you for your patience during this transition and looks forward to improved service and communication under our new operator.

Sincerely,
Board of Directors
Harris County Municipal Utility District No. 490