Cresson Crossroads M.U.D No. 2 - Area 3

9558 Helms Trail Suite #100
Forney, Texas 75126
832-467-1599
www.Inframark.com

Dear New Customer:

Welcome to **Cresson Crossroads M.U.D No. 2 Area 3,** The following information is being provided to help you become familiar with the policies, procedures, and rates relating to your water and sewer service.

The district requires a security deposit of $100.00 (tenant or owner), a $30.00 service initiation fee and a $5.00 non-refundable application/transfer fee prior to initiation of service.
**The deposit, application fees, and a signed Customer Service Agreement are required to set up service.*
The deposit will be applied to your final bill. If there is a credit balance on the account, a refund check will be issued. Processing time will take 6-8 weeks from the final bill date.

**If you want same-day service, please visit our office before 2PM to process your request. Inframark does not process Turn-On/Turn-Offs requests Saturday – Sunday or on specified holidays.*

**Please make all payments payable to:
Cresson Crossroads M.U.D No. 2 - Area 3

Water provided at the following rates, subject to change.

Residential Water Rate		**Residential Sewer Rate**	
Water Base (minimum bill)	$35.00	Sewer Base (minimum bill)	$35.00
0 – 5,000 gallons	$3.00 per thousand gallons	0 – 5,000 gallons	$3.00 per thousand gallons
5,001 – 15,000 gallons	$6.00 per thousand gallons	5,001 – 15,000 gallons	$6.00 per thousand gallons
Above 15,000 gallons	$7.50 per thousand gallons	Over 15,000 gallons	$7.50 per thousand gallons

A 15% penalty will be assessed if payment is received after the due date. This amount is shown in the "AFTER DUE DATE" block on your bill. Your due date is the 1st of each month.

If your account is 30 days past due at the time current bills are generated, a termination notice will be sent to your address, and a $7.50 fee will be assessed to your account. At this point, all charges (including current charges) are due to avoid termination of your service. Should full payment not be received as directed on the termination notice, your service will be disconnected. Once disconnected, a $75.00 reconnect fee will be added to your account. An additional deposit of $100.00 will be required for each disconnect up to a max of $300.00.

The full balance of your account must be paid to restore service, payable by credit/debit card, cashier's check, or money order only. The payment for disconnection of service is due by 3:30pm CST Monday - Friday to restore with same-day service. If your district offers after-hour services, payment made after 3:30pm CST will be subject to after-hours fees.

NOTE: *Once an account is turned off due to a non-payment: payments made by checks, or mailed are not acceptable forms of payment to restore services.*

Garbage Service billing is handled by HOA.

The district's operator is Inframark. Contact Customer Service at **832-467-1599**. Our Dispatch responds to emergencies 24 hours a day**.** Billing questions and non-emergency calls are taken Monday – Friday 8AM to 5PM. Please do not hesitate to call with any questions, concerns, or service problems. We are here to help.