

Collin County M.U.D No. 2

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

Dear New Customer:

Welcome to **Collin County M.U.D No. 2**. The following information is being provided to help you become familiar with the policies, procedures and rates related to trash collection, fire protection, and emergency medical services.

The district requires a \$25.00 non-refundable application fee prior to the commencement of service.

****Please make all payments payable to:
Collin County M.U.D No. 2.**

Trash & Fire/EMS provided at the following rates, subject to change.

Solid Waste, Trash Collection, and Recycling Services	Fire Protection & EMS Services
\$30.00 Per Month	\$30.00 Per Month
\$7.50 For each additional cart / Per month	

* Cart Replacement Fee: \$91.33 per Cart (for Lost, Stolen, and Damaged Carts)

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 3rd of each month.

If your account is 60 days past due at the time current bills are generated, a termination notice will be sent to your address, and a \$25.00 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 discontinued. Once discontinued, a fee at district cost will be added to your account. A \$30.00 charge will be assessed on all payments returned by the bank.

The full balance of your account will be required 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 discontinued due to a non-payment: payments made by checks or mailed are not acceptable forms of payment to restore services.*

Garbage Service is provided by CWD and is billed monthly on your bill at **\$30.00** plus tax of **\$2.48**. If you have any questions about trash services, please call the Waste Management customer service line at (972) 392-9300 or via email at customerservice@cwd.to.

The district's operator is [Inframark](http://www.Inframark.com). 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.