

# Collin County MUD 5

17495 Village Green Dr  
Jersey Village, TX 77040  
832-467-1599  
[www.inframark.com](http://www.inframark.com)



Dear New Customer:

Welcome to **Collin County MUD 5**. 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 \$150.00 for owners and tenants prior to service along with a \$35.00 transfer fee that will be on the first monthly bill. Once service has started, if a request is made for service to be temporarily disconnected, a fee of \$35.00 will be added to your bill. In addition, \$35.00 will be added to bill to resume service at customer's request. Proof of ownership/lease agreement is required.

*\*The deposit, application fee and a signed Customer Service Agreement is 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 are wanting same day service, please visit our office prior to 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 Collin County MUD 5.**

*Sewer provided at the following rates, subject to change.*

Sewer Monthly Flat Rate	
Standard In-District User	\$75.00
Out-of-District User	\$90.00

**A 10% penalty will be assessed if payment is received after the due date. This amount is shown in the "AFTER DUE DATE" section on your bill. Your due date is the 5<sup>th</sup> 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 \$30.00 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 disconnected. Once disconnected, a \$75.00 reconnect fee will be added to your account. A \$30.00 charge will be assessed on all payments returned by the bank.

To restore service, the full balance of your account must be paid using a credit or debit card, cashier's check, or money order only. Payment for service restoration is due by 3:30 PM CST, Monday through Friday, to ensure same-day service. If your district offers after-hours service, payments made after 4:00 PM CST will incur additional after-hours fees.

*Note: Once an account is turned off due to non-payment, payments made by check or mail will not be accepted to restore services.*

Garbage Service is provided by **Collin County MUD 5** who has a service contract with the following trash provider. Please contact your garbage provider regarding containers and pick up days.

Waste Connections Lone Star, Inc.

The district's operator is [Inframark](http://www.inframark.com). You can contact them at **281-579-4500**. 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.

In person payment locations:

17495 Village Green Dr., Jersey Village, TX 77040  
2002 W Grand Parkway N, Ste 200, Katy, TX 77449