

## Cinco MUD 8

PO BOX 4728, DEPT 60628  
HOUSTON, TX 77210-4728  
281-579-4500  
www.Inframark.com

Dear New Customer:

Welcome to **Cinco MUD 8**. 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 \$225 Tenant Deposit prior to service and tenants must provide proof of lease. There is no deposit for homeowners, but proof of ownership must be provided for waiver. A \$60 transfer fee will be added to your bill. If services are cancelled for any reason, a \$35 final read/turnoff fee will appear on the next bill. Once service has started if a request is made for service to be temporarily disconnected a \$35 fee will be added to your bill. Additionally, a \$35 fee will be added to your bill to resume service as needed.

*\*The deposit, application fees 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, and 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 Friday – Sunday or on specified holidays.*

**\*\*Please make all payments payable to Cinco MUD 8\*\***

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

Residential Water		Residential Sewer	
\$37.18	0-10,000 GAL	\$1.99 / 1000 GAL	
\$2.50 / 1000 GAL	10,000-20,000 GAL	<b>NFBWA Fee</b>	
\$5.00 / 1000 GAL	20,000-25,000 GAL	5.005 / 1000 GAL	
\$7.50 / 1000 GAL	25,000-30,000 GAL		
\$10.00 / 1000 GAL	30,000+ GAL		

**A 10% 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.**

If your account becomes past due, a disconnection notice will be sent to your address. Your account will be assessed a \$16 delinquent letter and \$15 door tag fee. The letter may include your past due and current balance. If full payment is not received as directed on the disconnection notice, your service will be disconnected. Each customer re-establishing an account for single-family residential service as an owner/renter of the property that has been terminated for non-payment shall be required to pay, prior to the district restoring service, a \$85 reconnection fee and a security deposit of \$75 (owner) / \$225 (tenant) up to maximum deposit of \$525.

**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 turned off due to a non-payment: payments made by checks, QR Readers, or mailed are not acceptable forms of payment to restore services.*

Garbage Service is provided by Cinco MUD No. 8 who has a service contract with the following trash provider. Please contact your garbage provider regarding containers and pick-up days.

**Best Trash 281-313-2378**

[CustomerService@BestTrashTexas.com](mailto:CustomerService@BestTrashTexas.com)

The district's operator is [Inframark](#). 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.