

## Cinco MUD 9

PO BOX 3264  
HOUSTON, TX 77253-3264  
832-467-1599  
[www.Inframark.com](http://www.Inframark.com)



Dear New Customer:

Welcome to **Cinco MUD 9**. 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 \$20 Transfer Fee and a \$18 Service Agreement fee due prior to establishing connection. If service is disconnected and needs to be reconnected a new service agreement will need to be completed and a \$18.00 fee will apply. If services are cancelled for any reason, a \$30 final read/ turn-off fee will appear on the next bill. If a request is made for service to be temporarily disconnected a \$30 fee will be added to your bill for the turn off. Additionally, a \$30 fee will be added to your bill to resume service.

*\*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 9\*\***

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

NFBWA Fee	Residential Sewer	Residential Water	Meadow Place Rates
\$4.70 / 1,000 GAL	\$15.00 / Month	\$25.25	\$21.00
		\$2.00 / 1000 GAL	\$2.00 / 1000 GAL
		\$3.00 / 1000 GAL	\$3.00 / 1000 GAL
		\$4.50 / 1000 GAL	\$4.50 / 1000 GAL
			0-10,000 GAL
			10,001-20,000 GAL
			20,001-35,000 GAL
			35,001+ 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 that may include your past due and current balance. A letter fee of \$17 will be assessed to your account and specified on the disconnection notice is the amount that is due to avoid termination of service. If a door tag must be left at your residence a \$10.00 fee will be added to your account. If full payment is not received as directed on the disconnection notice, your service will be disconnected. If service is disconnected, a \$55 reconnection fee and a \$75 disconnect owner deposit (each time) or \$200 disconnect renter deposit (each time) will be added to your account.

**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. 9 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](http://www.Inframark.com). You can contact them 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.