

# Cinco MUD 14

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HOUSTON, TX 77210-4728  
281-579-4500

[www.Inframark.com](http://www.Inframark.com)



Dear New Customer:

Welcome to **Cinco MUD 14**. 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 \$75 Owner Deposit or a \$100 Tenant Deposit. The district also requires a \$25.00 service agreement fee and a \$25.00 transfer fee. All fees are 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 fee of \$25.00 will be added to your bill. Once service has started if a request is made for service to be temporarily or permanently disconnected a \$20 fee will be added to your bill. Additionally, a \$20 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 14\*\*****

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

Residential Water		RESIDENTIAL SEWER		NFBWA FEE
\$28.74	0-1,000 GAL	\$0.00	0-1,000 GAL	\$5.01 / 1000 GAL
\$1.05 /1000 GAL	1,001-10,000 GAL	\$1.59 /1000 GAL	1,001+ GAL	
\$1.50 /1000 GAL	10,001-20,000 GAL			
\$2.00 /1000 GAL	20,001-30,000 GAL			
\$2.50 /1000 GAL	30,001-40,000 GAL			
\$4.00 /1000 GAL	40,001+ 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 \$20.00 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 \$20.00 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 \$50 reconnection fee and a \$75 disconnection deposit for owners and a \$100 disconnection deposit for tenants (each time up to \$300) 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. 14 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

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.