

Cinco MUD 14

PO BOX 4728, DEPT 60634
HOUSTON, TX 77210-4728
281-579-4500

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 and a \$100 Tenant Deposit prior to establishing connection. A \$17 service agreement fee is due prior to establishing connection or if disconnected and needs to be reconnected. \$17 Transfer fee that will appear on your first water 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
\$27.25	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 \$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 \$17.00 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.