

## Cinco SW MUD 1

PO BOX 4728, DEPT 60271  
HOUSTON, TX 77210-4728  
281-579-4500  
www.Inframark.com

Dear New Customer:

Welcome to **Cinco SW MUD 1**. 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 that will appear on your first water bill. A \$18.00 Confidentiality Fee will also be added to your bill if you choose to opt out of keeping your account confidential. If services are cancelled for any reason, a \$20 final read/ turn-off fee will appear on the next bill. Once service has started, if a request is made for service to be temporarily disconnected a \$20 turn off fee will be added to your bill. Additionally, a \$20 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 SW MUD 1\*\***

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

RESIDENTIAL WATER		RESIDENTIAL SEWER		NFBWA Fee
\$19.50	0-1,000 GAL	\$0.00	0-1,000 GAL	\$5.10 / 1000 GAL
\$1.05	1,001-8,000 GAL	\$1.50/1000 GAL	1,001+ GAL	
\$1.50	8,001+ 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 at the time current bills are generated, a termination notice will be sent to your address and your account will access a \$18.00 letter fee. Should full payment not be received as directed on the letter, your service will be disconnected. Should service be disconnected, a \$75.00 disconnection deposit will be added to your account as well as an additional \$52.33 fee for reconnection.

**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.*

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.