

# Cinco SW MUD 4

PO BOX 4728, DEPT 60274  
HOUSTON, TX 77210-4728  
281-579-4500  
www.Inframark.com



Dear New Customer:

Welcome to **Cinco SW MUD 4**. 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 / \$150 Tenant Deposit, \$20 Service Agreement fee, a \$20 Transfer fee and a \$10 Confidentiality Fee if you choose to opt out of keeping your account confidential. If services are cancelled for any reason, a \$27.50 final read/ turn-off fee will appear on the next bill. After service has started if a request is made for service to be temporarily disconnected a \$27.50 will appear on your bill. Additionally, a \$27.50 fee will be charged 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 4\*\***

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

|                          |                   |                          |             |                  |
|--------------------------|-------------------|--------------------------|-------------|------------------|
| <b>Residential Water</b> |                   | <b>Residential Sewer</b> |             | <b>NFBWA Fee</b> |
| \$29.55                  | 0-1,000 GAL       | \$0.00                   | 0-1,000 GAL | \$5.00 / 1000    |
| \$1.05/1000 GAL          | 1,001-15,000 GAL  | \$1.45/1000 GAL          | 1,000+ GAL  |                  |
| \$1.50/1000 GAL          | 15,001-25,000 GAL |                          |             |                  |
| \$2.00/1000 GAL          | 25,001-35,000 GAL |                          |             |                  |
| \$2.50/1000 GAL          | 35,001-45,000 GAL |                          |             |                  |
| \$3.00/1000 GAL          | Over 45,001 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 and door tag (\$32.00 total in fees) will be sent to your address. Should full payment not be received as directed on the letter, your service will be disconnected. Should service be disconnected, a \$150 tenant disconnection deposit (maximum \$500) or a \$75.00 owner disconnection deposit (maximum \$300) will be added to your account as well as an additional \$60 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.*

Garbage Service is provided by Cinco Southwest MUD 4, but if you have any questions regarding bins or pick up days, please contact your garbage provider directly.

**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 **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.