

City of McLendon-Chisholm

PO BOX 4728, DEPT 60500
Houston, TX 77210-4728
281-579-4500
www.Inframark.com

Dear New Customer:

Welcome to **City of McLendon-Chisholm**, 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 \$135.00 deposit prior to establishing connection (\$110.00 refundable when service has been terminated). This deposit does not apply to garbage only accounts.

**The deposit 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 City of McLendon-Chisholm****

Rates are subject to change.

Residential Sewer	
\$78.58	Monthly Flat Rate

Residential Garbage	
\$31.06 + 8.25% tax and 9% franchise fee	Monthly Flat Rate

Additional Monthly Garbage Container Fee
\$9.40 + 8.25% tax and 9% franchise fee

A \$15.00 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. If full payment is not received as directed on the disconnection notice, your service will be disconnected. If service is disconnected a \$55.00 disconnect fee plus a \$55.00 reconnection fee along with any required deposit 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 **City of McLendon-Chisholm**, which has a service contract with the following trash provider. Contact your garbage provider regarding containers and collection days.

CWD 972-392-9300

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.