

CASTLEWOOD M.U.D.

17495 Village Green Dr
Jersey Village, TX 77040
832-467-1599
www.Inframark.com



Dear New Customer:

Welcome to **Castlewood Municipal Utility District**. 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 \$75.00 deposit for owner and \$375.00 for tenant. Proof of ownership/lease agreement is required along with a \$75.00 non-refundable application fee.

**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. Processing time will take 6-8 weeks from the final bill date.

**If you want same-day service, please visit our office before 2PM to process your request. Inframark does not process Turn-On/Turn-Offs requests Saturday – Sunday or on specified holidays.*

****Please make all payments payable to Castlewood M.U.D.**

Water provided at the following rates, subject to change.

Residential Water Rate		Sewer Rate (includes Trash Service)
0 – 2,000 gallons	\$17.00	\$36.00 flat rate per month
2,001 – 5,000 gallons	\$1.75 per thousand gallons	West Harris County Regional Water Authority (WHCRWA)
5,001 – 10,000 gallons	\$2.25 per thousand gallons	\$4.35 per thousand gallons
10,001 – 99,999 gallons	\$3.00 per thousand gallons	

A 15% 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. Your due date is the 18th of each month.

If your account is 30 days past due at the time current bills are generated, a termination notice will be sent to your address and a \$10.00 fee will be assessed to your account. At this point, all charges (including current charges) are due to avoid termination of service. Should full payment not be received as directed on the termination notice, service will be disconnected. Once disconnected, an \$80.00 disconnect fee and an additional \$50.00 deposit may be added to your account. A \$50.00 charge will be assessed for any payment returned by the bank.

The full balance of your account must be paid 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, or mailed are not acceptable forms of payment to restore services.*

Garbage Service is provided by Texas Pride. Please contact your garbage provider regarding containers and pick-up days.

Garbage Company: Texas Pride
Phone: (281) 342-8178

The district's operator is [Inframark](http://www.Inframark.com). Contact Customer Service at **832-467-1599**. 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.