

Ft Bend MUD 156

PO BOX 4728, DEPT 60256
HOUSTON, TX 77210-4728
281-579-4500
www.Inframark.com



Dear New Customer:

Welcome to **Ft Bend MUD 156**. The following information is being provided to help you become familiar with the policies, procedures and rates relating to you water and sewer service.

The district requires a \$75 deposit prior to service. A \$22.50 Transfer fee is also needed prior. A \$18 confidentiality fee will appear on the first month's bill if you choose to opt of keeping your account confidential. If services are cancelled for any reason, a \$32 Customer Request Turn-on/ turn-off fee will appear on the next bill. If a request is made for service to be temporarily disconnected a \$32 turn off fee will be added to your bill. Additionally, a \$32 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 Ft Bend MUD 156****

Water provided at the following rates, subject to change.

Residential Water		Residential Sewer	
\$26.00	0 – 5,000 GAL	\$1.50 / 1000	Flat Rate
\$1.25 / 1000 GAL	6,000 – 15,000 GAL	NFBWA Fee	
\$2.00 / 1000 GAL	16,000 – 25,000 GAL	\$4.90 / 1000 GAL	
\$2.50 / 1000 GAL	25,001+ 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. A fee of \$18 will be assessed to your account and all charges are due to avoid termination of your service. Should full payment not be received as directed on the letter, your service will be disconnected. Should service be disconnected, a \$75 disconnection deposit (each time) will be added to your account and an additional \$65 reconnection fee.

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 Fort Bend County MUD 156 who has a service contract with the following trash provider. Please contact your garbage provider regarding containers and pick up days.

WCA 281-368-8397

The district's operator is [Inframark](#). 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.