

Ft Bend MUD 35

PO BOX 4728, DEPT 60335
HOUSTON, TX 77210-4728
281-579-4500
www.Inframark.com



Dear New Customer:

Welcome to **Ft Bend MUD 35**. 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 \$100 owner / \$250 tenant deposit and a \$35 application fee prior to service. Once service has started if a request is made for service to be temporarily disconnected a \$40 fee will be added to your bill. Additionally, a \$40 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 35****

Water provided at the following rates, subject to change.

| Residential Water | | Residential Sewer | |
|-------------------|---------------------|--------------------|--------------|
| \$20.60 | 0 - 10,000 GAL | \$34.32 | TARIFA PLANA |
| \$1.25 / 1000 GAL | 11,000 – 15,000 GAL | | |
| \$1.75 / 1000 GAL | 16,000 – 20,000 GAL | | |
| \$2.25 / 1000 GAL | 21,000 – 30,000 GAL | | |
| \$2.75 / 1000 GAL | 31,000 – 40,000 GAL | | |
| \$3.25 / 1000 GAL | 40,000+ GAL | | |
| | | NFBWA FEE | |
| | | \$4.90 / 1,000 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 will be sent to your address. A \$15 fee per delinquent notice 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 \$40 reconnection fee plus additional disconnection 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.*

Trash service is provided by **FT Bend MUD 35**, which has a service contract with the following trash provider. Contact your garbage supplier regarding containers and collection days.

Best Trash LLC 281-313-2378
CustomerService@BestTrashTexas.com

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.