

Firefly Cove

PO BOX 4728, DEPT 60347
HOUSTON, TX 77210-4728
281-579-4500
www.inframark.com

Dear New Customer:

Welcome to **Firefly Cove**. The following information is being provided to help you become familiar with the policies, procedures and rates relating to your water service.

The district requires a \$25 Transfer fee and a \$50.00 deposit which will be required prior to establishing connection. Applicants 65 years of age or older may not be required to pay a deposit unless the applicant has an outstanding account balance with the utility or another water or sewer utility which occurred within the last two years. If service is turned off a \$50.00 reconnect fee also will be applied to the first bill.

**The deposit, transfer fee 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 Firefly Cove LLC****

Water provided at the following rates, subject to change.

| Residential Water Rates | |
|-------------------------|-------------------|
| 0-1,000 GAL | \$25.00 |
| 1,000 – 10,000 GAL | \$3.00 / 1000 GAL |
| 10,000 + GAL | \$3.50 / 1000 GAL |

A \$5 or 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, a disconnection notice will be sent to your address that may include your past due and current balance and a specified amount that is due to avoid termination of service. If service is disconnected a **\$25 reconnection fee** will be added to your bill.

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 any mailed payments are not acceptable forms of payment to restore services.*

Garbage service is not provided by **Firefly Cove**.

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.