

Hillcrest North MUD of Wise County

Dear New Resident of **Hillcrest North MUD of Wise County**:

Welcome to **Hillcrest North MUD of Wise County**. Below is a summary of policies, procedures, and rates. The policies, procedures, and rates are subject to change at any time. To establish service in your name, the following items must be completed and submitted to the nearest Inframark office:

New Service Agreement for **Hillcrest North MUD of Wise County**

Proof of Ownership or a Signed Lease Agreement

Driver's License / State ID / Military ID / Passport

The district requires a deposit (see below) prior to service and a transfer fee will appear on your first water bill. The deposit will be refunded when your account is closed and paid in full. 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, all documents need to be submitted by 3:00PM CST. Inframark does not process Turn-On/Turn-Off requests Friday – Sunday or on specified holidays.

Deposits: (will be billed in 1st months billing)

- Owner & Tenant - \$100 (proof of ownership or signed lease required)

Fees: (will be billed in 1st months billing)

- \$75.00 non-refundable application fee
- \$16.50 non-refundable new account set up fee applies to all new accounts

All bills shall be due on the 22nd day of the month following the date of the statement for said charges (the "Due Date"). Unless payment of the monthly bill is received on or before the Due Date, such account shall be considered delinquent. Your meter will be read around the 21st each month and monthly bills will be sent out around the 26th.

In the event payment is not received by the due date, your account will be considered delinquent, and service is subject to termination. A late charge of 15% will be added if payment is not received by the due date; additionally, a written notice will be issued to warn of the impending service disconnection with a \$16.50 delinquent notice fee and a \$16.50 door tag fee. Accounts reaching delinquent status will also be subject to a \$33.00 disconnection fee, a \$33 reconnection fee as well as all other outstanding charges and additional deposits to restore service.

There is a \$28.60 fee for all returned payments.

If your water service is ever disconnected for nonpayment or returned check, payment must be made by **money order only** to restore services.

No letters of credit or payment history will be accepted in lieu of a deposit.

Hillcrest North MUD WATER RATES

Minimum Monthly Charge \$25.22

Water Commodity Charge (per 1,000 gallons per month)

Water usage	Rate
0-2,000 gallons of metered water	\$2.06/1,000 gal
2,001-8,000 gallons of metered water	\$4.59/1,000 gal
8,001-20,000 gallons of metered water	\$5.27/1,000 gal
20,001-50,000 gallons of metered water	\$6.05/1,000 gal
Over 50,000 gallons of metered water	\$6.97/1,000 gal

Payment Options:

Online: www.paymyinframarkbill.com (Credit Card 3% fee, Electronic Check \$1. Payments posted next business day). Automatic Bank Draft is also available through the website.

Phone: 800-441-4501 (Credit Card 3% fee, Electronic Check \$1. Payments posted next business day)

In Person: The Inframark office is open from 8:00 am to 5:00 pm Monday through Friday, closed from 12:00 pm- 1:00 pm for lunch. A night drop is on the front door for your convenience. Our office is located at 9558 Helms Trail Suite #100 Forney, Texas 75126 and can be reached at (281) 579-4500. Additionally, you may visit 1230 Brendan Drive, Little Elm, TX 75068 during the periods of 9:00 am- 11:00 am and 12:00 pm- 4:00 pm.

Bill Pay: If utilizing online bill pay through your bank, please verify you have the correct mailing address, and full account number to ensure proper handling and processing. Please allow 7 to 10 days for processing.

**** Please Make all Payments Payable to Hillcrest North MUD of Wise County****