

# New Fairview MUD 1

PO BOX 4728, DEPT 60639  
HOUSTON, TX 77210-4728  
281-579-4500

[www.inframark.com](http://www.inframark.com)



Dear New Customer:

Welcome to **New Fairview MUD 1**. 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 \$100.00 owner deposit and a \$75.00 application fee. If you choose to opt out of keeping your account confidential a \$15.60 confidentiality letter fee will also be required. Once service has started if a request is made for service to be temporarily or permanently disconnected a \$20.00 fee will be added to your bill for the turn off. Additionally, a fee of \$20.00 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 New Fairview MUD 1**  
*Water provided at the following rates, subject to change.*

Residential Water	
\$25.22	Monthly Flat Rate
\$2.06/1000	0-2,000 GAL
\$4.59/1000	2,001-8,000 GAL
\$5.27/1000	8,001-20,000 GAL
\$6.05/1000	20,001-50,000 GAL
\$6.97/1000	Over 50,000 GAL

Residential Sewer	
\$35.00 Flat Fee	First 5,000 GAL
\$1.25/1000	5,001-10,000 GAL
\$2.00/1000	THEREAFTER

**A 15% penalty of the unpaid 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. A fee of \$15.60 will be added to your bill for the delinquent letter. Specified on the disconnection notice is the amount that is due to avoid termination of service. If a door tag is placed at the residence a \$15.00 tag fee will also be added to your bill. If full payment is not received as directed on the disconnection/reconnection notice, your service will be disconnected. If service is disconnected, a \$50.00 reconnection fee and a \$100 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.*

Garbage Service is provided by **New Fairview MUD 1** who has a contract with the following trash provider. Please contact your garbage provider regarding containers and pick up days.

Garbage Company: Frontier Waste  
Phone: (254) 221-0705

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.