

Ricewood MUD



P.O. BOX 4728, DEPT 60742
HOUSTON, TX 77210-4728
P: (281) 579-4500
www.Inframark.com

Dear New Resident of **Ricewood MUD**:

Welcome to **Ricewood MUD**. Below is a summary of policies, procedures, and rates to help you familiarize the information regarding your water and sewer service.

The district requires \$100.00 tenant deposit (no deposit with proof of ownership) as well as an application fee of \$17.00 both due prior to service. A \$17.00 confidentiality notice fee will appear on your bill if you choose to opt out of keeping your account confidential. If a request is made for service to be temporarily disconnected a \$29.00 turn off fee will be added to your bill. Additionally, a \$29.00 turn on fee will be added to your bill to resume service.

**The deposit, application fees, proof of ownership, proof of identity, and a signed Customer Service Agreement is required to set up service.*

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.*

**** Please Make all Payments Payable to Ricewood MUD****

Water provided at the following rates, subject to change

| RESIDENTIAL WATER RATES | |
|-------------------------|--------------------|
| \$11.50 | FIRST 5,000 GAL |
| \$1.25/1000 | 5,001 – 12,000 GAL |
| \$1.75/1000 | THEREAFTER |

| RESIDENTIAL SEWER | | WHCRWA FEES | |
|-----------------------------------|-----------|-------------|-----------|
| \$37.97 /MONTH (INCLUDES GARBAGE) | FLAT RATE | \$4.79 | /1000 GAL |

A 15% penalty will be assessed if payment is received after the due date. This amount is shown in the "AFTER DUE DATE" section 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 \$17.00 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 \$58.00 reconnection fee will be added to your account and an additional \$100.00 for disconnect deposit (each time).

Full balance of your account will be required to restore service, payable by cashier's check or money order only. If your district offers After Hours Service, reconnections after 4 PM CST will be subject to After Hours Fees. Monday through Friday, to restore with same day service. If your district offers after-hour services, payments made after 4:00PM CST will be subject to after-hours fees.

NOTE: *Once an account is turned off due to a non-payment: Payments made online, by QR reader, over-the-phone, or mailed, are not acceptable forms of payment to restore services.*

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

Garbage Company: **GFL Environmental: (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.

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