

# CINCO MUD 14

PO BOX 3264  
Houston, TX 77253-3264  
832-467-1599  
[www.Inframark.com](http://www.Inframark.com)

Dear New Resident of **Cinco Mud 14**:

Welcome to **Cinco Mud 14**. Below is a summary of policies, procedures, and rates to help you familiarize yourself with your water and sewer service.

The district requires a deposit of \$75.00 for the owner and \$100.00 for a tenant. The district also requires a \$25.00 service agreement fee and a \$25.00 transfer fee prior to starting service due prior to service. Once service has started, if a request is made for service to be temporarily disconnected a fee of \$25.00 will be added to your bill, to resume service a \$25.00 fee will be added to your bill to resume services. *\*The deposit, application fees 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 **Cinco Mud 14** \*\***

*Water provided at the following rates, subject to change.*

RESIDENTIAL WATER RATES	
\$29.86	FIRST 1,000 GAL
\$1.05/1000	1,001- 10,000 GAL
\$1.50/1000	10,001- 20,000 GAL
\$2.00/1000	20,001- 30,000 GAL
\$2.50/1000	30,001- 40,000 GAL
\$4.00/1000	OVER 40,001 GAL

RESIDENTIAL SEWER	
\$0.00	0 – 1,000 GAL
\$1.59/1,000	OVER 1,001 GAL

NORTH FORT BEND WATER AUTHORITY	
\$5.01	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" section 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 delinquent notice fee of \$20.00 will be added to your account. Specified on the disconnection notice is the amount that is due to avoid termination of service. If needed a door tag will be placed at your residence and a \$20.00 tag fee will be added to your account. If full payment is not received as directed on the disconnection notice, your service will be disconnected. If service is disconnected a \$50.00 reconnection fee will be added to your account. An additional deposit may be required.

**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 Cinco Mud 14 who has a service contract with the following trash provider. Please contact your garbage provider regarding containers and pick-up days.

**Garbage Company: Texas Pride - Phone: (281) 342-8178**

The district's operator is [Inframark](http://www.Inframark.com). You can contact them at **832-467-1599**. 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.