

Cinco SW M.U.D. 1

PO BOX 3264
HOUSTON, TX 77253-3264
832-467-1599
www.Inframark.com

Dear New Customer:

Welcome to **Cinco SW M.U.D. 1**. The following information is being provided to help you become familiar with the policies, procedures and rates relating to your water and sewer service.

The district requires a \$20 Transfer Fee is due prior to services. If services are cancelled for any reason, a \$20 final read/ turn-off fee will appear on the next bill. Once service has started, if a request is made for service to be temporarily disconnected a \$20 turn off fee will be added to your bill. Additionally, a \$20 fee 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 Cinco SW M.U.D. 1****

Water provided at the following rates, subject to change.

RESIDENTIAL WATER		RESIDENTIAL SEWER		NFBWA Fee
\$19.50	0-1,000 GAL	\$0.00	0-1,000 GAL	\$5.10 / 1000 GAL
\$1.05	1,001-8,000 GAL	\$1.50/1000 GAL	1,001+ GAL	
\$1.50	8,001+ GAL			

A 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 at the time current bills are generated, a termination notice will be sent to your address, and your account will access a \$18.00 letter fee. If a door tag is received an additional \$18 will be added. If full payment is not received as directed on the disconnect notice. Should full payment not be received as directed on the letter, your service will be disconnected. Should service be disconnected, a \$100.00 disconnection deposit will be added to your account as well as an additional \$52.33 fee for reconnection.

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.*

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.