

## Cinco Southwest M.U.D. No. 3

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

Dear New Customer:

Welcome to **Cinco Southwest M.U.D. No. 3**. 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 a \$20 Service Agreement fee and a \$150 Deposit for tenants, or a \$100 Deposit for owners due prior to service. Proof of ownership will be needed for Deposit reduction.

*\*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 MUD 3\*\***

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

RESIDENTIAL WATER		RESIDENTIAL SEWER		NFBWA Fee
\$29.55	0-1,000 GAL	\$0.00	0-1,000 GAL	\$5.00 / 1000 GAL
\$1.05 / 1000 GAL	1,001-15,000 GAL	\$1.45/1000 GAL	1,001+ GAL	
\$1.50 / 1000 GAL	15,001-25,000 GAL			
\$2.00 / 1000 GAL	25,001-35,000 GAL			
\$2.50 / 1000 GAL	35,001-45,000 GAL			
\$3.00 / 1000 GAL	Over 45,001 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. A letter fee of \$25.00 and door tag fee of \$15.00 will be assessed to your account and specified on the disconnection notice is the amount that is due to avoid termination of service. Should full payment not be received as directed on the letter, your service will be disconnected. Should service be disconnected, a \$75 disconnection deposit (each time) will be added to your account as well as an additional \$65 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.*

Garbage Service is provided by Cinco Southwest MUD 3 who has a service contract with the following trash provider. Please contact your garbage provider regarding containers and pick-up days.

**Best Trash 281-313-2378**

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.