

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

Dear New Customer:

Welcome to **Cinco SW M.U.D. 4**. 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 \$100 Owner / \$150 Tenant Deposit, \$20 Service Agreement fee and a \$20 Transfer fee due prior to 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. 4**\*\***

*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
\$1.05/1000 GAL	1,001-15,000 GAL	\$1.45/1000 GAL	1,000+ 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, a disconnection notice will be sent to your address that may include your past due and current balance. A delinquent notice fee of \$25.00 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 \$15.00 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 \$65.00 reconnection fee 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 Cinco Southwest MUD 4, but if you have any questions regarding bins or pick up days, please contact your garbage provider directly.

**Best Trash 281-313-2378**  
[CustomerService@BestTrashTexas.com](mailto:CustomerService@BestTrashTexas.com)

The district's operator is **Inframark**. 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.