

Ft Bend MUD 57

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

Dear New Customer:

Welcome to **Ft Bend MUD 57**. 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 \$100.00 residential deposit prior to service. The \$20 new account fee, the \$20 confidentiality letter fee if you choose to opt out of keeping your account confidential and the \$20.00 transfer fee is due prior to service. Once service has started, if a request is made for service to be temporarily or permanently disconnected (for any reason), a fee of \$25 will be added to your bill for the turn off. Additionally, a fee of \$25 will be added to your bill to resume service as needed.

**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 Ft Bend MUD 57****

Water provided at the following rates, subject to change.

Residential Water		Residential Sewer					
\$10.00	0–1,000 GAL	\$35.00 / Month	Flat Rate				
\$1.00 / 1000 GAL	1,000–5,000 GAL	<table><tr><th colspan="2">NFBWA FEE</th></tr><tr><td>\$4.90 / 1,000 GAL</td><td></td></tr></table>		NFBWA FEE		\$4.90 / 1,000 GAL	
NFBWA FEE							
\$4.90 / 1,000 GAL							
\$2.50 / 1000 GAL	5,001–15,000 GAL						
\$3.75 / 1000 GAL	15,001–25,000 GAL						
\$5.00 / 1000 GAL	25,001–35,000 GAL						
\$6.00 / 1000 GAL	35,001+ 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 and door tag will be sent to your address. A total fee of \$35 in fees 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 \$75 reconnection fee and \$95 disconnection deposit 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.*

FORT Bend MUD 57 does provide garbage service but there will not be a separate fee on your bill. Contact your garbage provider to set up service.

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.