

Cinco MUD No. 12

P.O BOX 684000
 HOUSTON, TX 77268-4000
 P: (281) 579-4500

Dear New Resident of **Cinco MUD No. 12**:

Welcome to **Cinco MUD No. 12**. Below is a brief summary of policies, procedures, and rates. The policies, procedures, and rates are subject to change at any time

To establish service in your name, the following items must be completed and submitted to Inframark's office:

- New Service Agreement for **Cinco MUD No. 12**
- Proof of Ownership:
 - Renter = Signed Lease Agreement
 - Owner = Signed Property Closing Document
- Driver's License / State / Military ID
- The district requires a \$15.00 Transfer Fee and a \$15.00 Confidentiality Letter fee that will appear on your first water bill. Once service has started if a request is made for service to be temporarily or permanently disconnected a \$20.00 turn off fee will be added to your bill. Additionally, a \$20.00 fee will be added to your bill to resume service as needed.
- **The deposit (If any on file) 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, 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 No. 12****

RESIDENTIAL WATER RATES	
\$13.40	0-10,000 gallons
\$2.00 /1000 gallons	10,001-20,000 gallons
\$3.00 /1000 gallons	20,001-35,000 gallons
\$4.50 /1000 gallons	35,001+ gallons

RESIDENTIAL SEWER	
\$0.00	0-1,000 gallons
\$1.45 /1000 gallons	1,001+ gallons

NORTH FORT BEND WATER AUTHORITY FEE
\$4.4625 /1000 gallons

CONTACT US

Inframark, Customer Service

Phone: (281) 579-4500 | [Email: MUDCustomerService@Inframark.com](mailto:MUDCustomerService@Inframark.com) | HOURS OF OPERATION: 7:00AM-7:00PM

Dispatch - FOR EMERGENCIES AND AFTER HOUR ASSISTANCE

Phone: (281) 398-8211 | HOURS OF OPERATION: 24 hours, 7 days a week

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.

Delinquent

If your account becomes past due, a disconnection notice will be sent to your address that may include your past due and current balance. If full payment is not received as directed on the disconnection notice, your service will be disconnected. If service is disconnected, **Delinquent**

Letter fee of \$15, a \$55 reconnection fee and a \$75.00 disconnection deposit will be added to your account. The full balance of your account will be required to restore service, payable by cashier’s check or money order only. The payment for disconnection of service is due by 4:00PM CST 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.*

Payment Options - Note: If a check payment is returned unpaid by your financial institution a \$40.00 returned item fee will be added to your bill.

- **Online**
 - Payment Method:
 - Credit/Debit Card, convenience fee 3% of payment amount
 - Electronic Check, convenience fee of \$1.00
 - www.paymyinframarkbill.com
- **QR Readers “InstaPay”**
 - Payment Method: Credit/Debit Card, convenience fee 3% of payment amount
 - Electronic Check, convenience fee of \$1.00
- **Over-the-Phone**
 - Payment Method: Credit/Debit Card, convenience fee 3% of payment amount
 - English: Select Option “1”
 - Spanish: Select Option “2”
- **Mail-In (Personal Check/Bill Pay)**
 - ATTN TO: Cinco MUD No. 12
P.O BOX 684000
Houston, TX, 77268
- **In-Person**
 - Payment Method: Personal Check, Money Order or Cashier’s Check
Location: Inframark – Grandway West

CONTACT US

Inframark, Customer Service

Phone: (281) 579-4500 | [Email: MUDCustomerService@Inframark.com](mailto:MUDCustomerService@Inframark.com) | **HOURS OF OPERATION:** 7:00AM-7:00PM

Dispatch - FOR EMERGENCIES AND AFTER HOUR ASSISTANCE

Phone: (281) 398-8211 | **HOURS OF OPERATION:** 24 hours, 7 days a week

2002 West
Grand Parkway North, Suite 100
Katy, TX, 77449
Office Hours: 7:30AM – 5:00PM

Detailed Payment Instructions

- **Online**
 - Login to the payment portal website: www.paymyinframarkbill.com
 - Click “PAY BILL”
 - Enter “Amount to Pay” and Select “Payment Type”
 - Payment Method: Credit/Debit Card, Electronic Check
 - Click “CONTINUE WITH TRANSACTION”
 - Fill in “Payment Information” and Click “SUBMIT PAYMENT”
- **QR Readers “InstaPay”**
 - Open your QR Reader Application (one can be downloaded to your smart device from the App or Google Play stores)
 - Scan the Code
 - Proceed with the Payment Process
 - Payment Method: Credit/Debit Card

If you would like to enroll in the Auto-Pay program visit Inframark’s customer portal at www.paymyinframarkbill.com, to enroll or give us a call for further assistance.

Posting of Payments

IMPORTANT NOTICE

Please note, initiated payment date or postmarked payment date is not equivalent to posted payment date.

The following type of payment general posting time frame, which is dependent on your bank’s releasing fund policy and/or USPS delivery of mail.

Over-the-Phone, 48-72 hours

Electronic Checks (check-free payments), minimum 48-72 hours

Mail-in Checks (personal checks or bill pay, minimum 10 days)

Garbage and Sewer

Garbage Service is provided by **Cinco MUD No. 12** 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 Disposal

Phone: (281) 342-8178

Website: www.texaspridedisposal.com

CONTACT US

Inframark, Customer Service

Phone: (281) 579-4500 | [Email: MUDDCustomerService@Inframark.com](mailto:MUDDCustomerService@Inframark.com) | **HOURS OF OPERATION: 7:00AM-7:00PM**

Dispatch - FOR EMERGENCIES AND AFTER HOUR ASSISTANCE

Phone: (281) 398-8211 | **HOURS OF OPERATION: 24 hours, 7 days a week**



Hours of Operation: Monday to Thursday 8:00AM to 5:00PM, Friday 8:00AM to 4:00PM

CONTACT US

Inframark, Customer Service

Phone: (281) 579-4500 | [Email: MUDCustomerService@Inframark.com](mailto:MUDCustomerService@Inframark.com) | **HOURS OF OPERATION: 7:00AM-7:00PM**

Dispatch - FOR EMERGENCIES AND AFTER HOUR ASSISTANCE

Phone: (281) 398-8211 | **HOURS OF OPERATION: 24 hours, 7 days a week**