

Cinco Southwest MUD 2

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

Dear New Resident of **Cinco Southwest MUD 2**:

Welcome to **Cinco Southwest MUD 2**. 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 our office:

- New Service Agreement for
 - Proof of Ownership:
 - Renter = Signed Lease Agreement
 - Owner = Signed Property Closing Document
 - Driver's License / State ID / Military ID / Passport
 - The district requires a \$150.00 prior Deposit and a \$15.00 service agreement fee. A \$15.00 Transfer Fee 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 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 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 Southwest MUD 2****

RESIDENTIAL WATER RATES	
\$26.50	0-1,000 GAL
\$1.05/1000 GAL	1,001-30,000 GAL
\$1.50/1000 GAL	THEREAFTER

RESIDENTIAL SEWER	
\$0.00	0-1,000 GAL
\$1.45/1000 GAL	THEREAFTER

NFBWA FEE
\$4.784 /1000 GAL

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Inframark

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E: MUDCustomerService@Inframark.com

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 at the time current bills are generated, a termination notice will be sent to your address. **A letter fee of \$10.00 and door tag fee of \$15.00** 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 **\$150.00 disconnection deposit (each time)** will be added to your account as well as an **additional \$50.00 reconnection fee**. Full balance of your account will be required to restore service, payable by cashier’s check or money order only. If reconnecting due to non-pay cut off time is 4 PM 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 (for any reason) a \$25.00 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”
- **In-Person**
 - Payment Method: Personal Check, Money Order or Cashier’s Check
 - Location: Inframark – Grandway West
2002 West Grand Parkway North, Suite 100
Katy, TX, 77449
Office Hours: 7:30AM – 5:00PM

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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 Southwest MUD 2** who has a service contract with the following trash provider. Please contact your garbage provider regarding containers and pick-up days.

Garbage Company: Best Trash LLC
Phone: (281) 313-2378

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