

Cinco MUD 5

PO BOX 4728, DEPT 60625
HOUSTON, TX 77210-4728
281-579-4500
www.Inframark.com



Dear New Customer:

Welcome to **Cinco MUD 5**. 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 that will appear on your first water bill. If you would like to request that confidentiality, not be placed on the account, an additional \$20 will be applied. Once service has started, if a request is made for service to either be temporarily or permanently disconnected (for any reason), a fee of \$30 will be added to your bill for the turn off. Additionally, a fee of \$30 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 Cinco MUD 5****

Water provided at the following rates, subject to change.

Basic Water Service Fee for Single Family Residential, Non-single Family, and Non-taxable Entity

Residential Water	
\$14.00	0-1,000 GAL
\$1.05 / 1000 GAL	1,000-10,000 GAL
\$2.00 / 1000 GAL	10,000-30,000 GAL
\$3.00 / 1000 GAL	30,000-40,000 GAL
\$4.00 / 1000 GAL	40,000+ GAL

Basic Water/Garbage and Recycling Fee (curbside) for Single Family Residential or Non-single family Residential Users in the Below Areas

Residential Water	
\$19.50	0-1,000 GAL
\$1.05 / 1000 GAL	1,000-10,000 GAL
\$2.00 / 1000 GAL	10,000-30,000 GAL
\$3.00 / 1000 GAL	30,000-40,000 GAL
\$4.00 / 1000 GAL	40,000+ GAL

Sewer Rates for all Areas

Residential Sewer		NFBWA Fee
\$0.00	0-1,000 GAL	\$4.85 / 1000 GAL
\$3.00 / 1000 GAL	1,000+ 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 and a \$20 delinquency fee will be placed on your account. The letter 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, a \$60 reconnection fee and a \$75 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.

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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 MUD No. 5 who has a service contract with the following trash provider. Please contact your garbage provider regarding containers and pick-up days.

GFL 281-368-8397

The district's operator is [Inframark](#). You can contact them at **281-579-4500**. 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.