Collin County M.U.D. No. 6

9558 Helms Trail Suite #100
Forney, TX 75126
832-467-1599
www.Inframark.com

Dear New Customer:

Welcome to **Collin County MUD 6.** The following information is being provided to help you become familiar with the policies, procedures and rates relating to your sewer service.

The district requires a security deposit of $150.00 for owners and tenants prior to service along with a $35.00 non-refundable service initiation fee that will be on the first monthly bill. Once service has started, if a request is made for service to be temporarily disconnected, a fee of $35.00 will be added to your bill. In addition, $35.00 will be added to bill to resume service at customer's request. Proof of ownership/lease agreement is required.
**The deposit, application fee 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. 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 Saturday – Sunday or on specified holidays.*

Please make all payments payable to **Collin County M.U.D. No. 6.

Sewer provided at the following rates, subject to change.

User	**Sewer Monthly Flat Rate**	
Standard In-District User	$49.55	

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. Your due date is the 5th of each month.

If your account is 30 days past due at the time current bills are generated, a termination notice will be sent to your address, and a $30.00 fee will be assessed to your account. At this point all charges (including current charges) are due to avoid termination of your service. Should full payment not be received as directed on the termination notice, your service will be disconnected. Once disconnected, a $75.00 reconnect fee will be added to your account, if meter is not removed.

To restore service, the full balance of your account must be paid using a credit or debit card, cashier's check, or money order only. Payment for service restoration is due by 3:30 PM CST, Monday through Friday, to ensure same-day service. If your district offers after-hours service, payments made after 4:00 PM CST will incur additional after-hours fees.

Note: Once an account is turned off due to non-payment, payments made by check or mail will not be accepted to restore services.

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.