

Ft Bend MUD 151

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

Dear New Customer:

Welcome to **Ft Bend MUD 151**. 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 \$150 deposit for homeowner's (\$250 for renter's) and a non-refundable \$27.50 New Account fee prior to service. A \$35 Transfer fee will be applied to your first bill. Additionally, if a request is made for service to be temporarily discontinued a fee of \$35 will be added to your bill for the turn off and \$35 to resume service. **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 151****
Water provided at the following rates, subject to change.

Residential Water		Residential Sewer	
\$26.00	0 – 5,000 GAL	\$25.00	Flat Rate
\$1.00 / 1000 GAL	5,001 – 10,000 GAL		
\$1.50 / 1000 GAL	10,001 – 15,000 GAL		
\$2.00 / 1000 GAL	15,001 – 20,000 GAL		
\$3.00 / 1000 GAL	20,001 – 25,000 GAL		
\$4.50 / 1000 GAL	25,001+ GAL		

NFBWA Fee
<u>\$4.7775 / 1000 GAL</u>

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 will be sent to your address. A letter fee of \$19.00 will be assessed to your account and all charges are due to avoid termination of your service. If a door tag is received a \$12.50 fee will be added to your bill. Should full payment not be received as directed on the letter, your service will be disconnected. Should service be disconnected, a \$100 disconnection deposit (each time) will be added to your account and an additional \$70 reconnection fee.

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.*

Garbage Service is provided by Fort Bend County MUD 151 who has a service contract with the following trash provider. Please contact your garbage provider regarding containers and pick-up days.

Best Trash LLC 281-313-2378
CustomerService@BestTrashTexas.com

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.