Ft Bend MUD 156

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

Dear New Customer:

Welcome to **Fort Bend MUD 156.** 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 $100.00 deposit prior to service. A $25.00 Transfer fee, and a $34.00 service agreement fee all due prior to service. If services are cancelled for any reason, a $35 Customer Request Turn-on/ turn-off fee will appear on the next bill. If a request is made for service to be temporarily disconnected a $35 turn off fee will be added to your bill. Additionally, a $35 fee will be added to your bill 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 want 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 **Fort Bend MUD 156**
Water provided at the following rates, subject to change.

Residential Water	
$26.00	0 – 5,000 GAL
$1.25 / 1000 GAL	5,001 – 15,000 GAL
$2.00 / 1000 GAL	15,001 – 25,000 GAL
$2.50 / 1000 GAL	OVER 25,001 GAL

NFBWA Fee
$4.90 / 1000 GAL

Residential Sewer	
$20.70	0 – 5,000 GAL
$1.25 / 1000 GAL	5,001 – 15,000 GAL
$2.00 / 1000 GAL	15,001 – 25,000 GAL
$2.50 / 1000 GAL	OVER 25,001 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 that may include your past due and current balance. Your bill will be assessed a $22.00 delinquent letter fee. Specified on the disconnection notice is the amount that is due to avoid termination of service. If a door tag is placed at the residence a $22.00 tag fee will be added to your account. If full payment is not received as directed on the disconnection notice, your service will be disconnected. If service is disconnected, a $75.00 reconnection fee will be added to your account as well as a $75 disconnect deposit.

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 156 who has a service contract with the following trash provider. Please contact your garbage provider regarding containers and pick up days.

WCA Waste Corporation - 281-368-8397

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.