

**RESIDENTIAL INFORMATION
FOR
PALOMA CREEK District 11-M**

Customer Cost: (Due upon opening your account):

- \$100 Refundable Water Deposit
- \$50 Refundable Sewer Deposit
- \$25 Non-Refundable Transfer fee

Your 1st Bill

- Your 1st bill will reflect from the date of transfer until the 15th of the month. You will receive your bill on the 15th of each month and is due by the 1st of the following month.

Your Trash & Recycling

- Your trash & recycling will be provided by **Waste Management**. We will set up your account with them. * **Please Note:** Delivery of totes can take up to 2 weeks (bag your trash and break down boxes until delivery of totes).*
- Your pickup date is **Wednesday**. Trash is picked up every Wednesday and Recycle is picked up every other Wednesday. Please have trash and recycle out by 7am to ensure pickup.
- For bulk and holiday pickup, please call Waste Management directly at (800)772-8653.
- For extra trash bins there will be an additional \$5.00 monthly fee applied to bill.

Monthly Charges on Bill

- Monthly Water Service Fee: \$28.10; Fire Protection Plan: \$8.00; Sewage: \$51.60 (if water usage is less than 8,000 gallons) or \$57.55 (if water usage is more than 8,000 gallons); District service fee \$20.00

Water Rate Schedule:

***Usage charge is per 1,000 gallons
In addition to your monthly base/flat rates***

- | | |
|-------------------|--------|
| • 0 - 3,000 | \$2.75 |
| • 3,001 - 9,000 | \$3.85 |
| • 9,001 - 15,000 | \$4.80 |
| • 15,001 - 25,000 | \$5.85 |
| • 25,001 and up | \$8.95 |

Subsequent Billing:

- Bills are *always* mailed on the 15th and are *always* due on the 1st of every month.
- A \$10.00 or 10% (for bills \$100 and over) penalty will be assessed after the 1st, and late notices will be mailed.
- Payment **must be received in our office** by the due date noted on notice to avoid disconnect and non-payment fee.
- Any payments **received after 5pm** on the due date that is posted on the late notice is subject to a \$60 non-payment fee.
- Mustang is not responsible for the postal service.
- **Failure to receive bill does not exempt customer from receiving late fees.**
- View your account and pay online at www.mustangwater.com , you must have your first bill and/or account # to register online.
- Any questions about water service, call us at (940)440-9561