Kaufman County MUD 14

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832-467-1599
www.Inframark.com

Dear New Customer:

Welcome to **Kaufman County MUD 14.** The following information is being provided to help you become familiar with the policies, procedures and rates relating to you water and sewer service.

The district requires a $100.00 owner deposit, $200 tenant deposit and a $75.00 application fee. Once service has started, if a request is made for service to be temporarily disconnected, a fee of $33.04 will be added to your bill. Additionally, a $33.04 fee 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 **Kaufman County MUD 14**
Water provided at the following rates, subject to change.

RESIDENTIAL WATER RATES	
$40.00	BASE
$3.65/1000GAL	0-8,000 GAL
$4.50/1000 GAL	8,001-12,000 GAL
$5.50/1000 GAL	12,001-15,000 GAL
$6.50/1000 GAL	THEREAFTER

RESIDENTIAL SEWER RATES	
$25.00	BASE
$2.20/1000 GAL	0-8,000 GAL
$3.00/1000 GAL	8,001-12,000 GAL
$4.00/1000 GAL	12,001-15,000 GAL
$5.00/1000 GAL	THEREAFTER

Monthly Garbage	
Standard - $15.75	Monthly
Additional Cart - $6.00	Monthly

Police Services	
$23.00	Monthly

A 15% penalty of the unpaid 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. A delinquent notice fee of $16.52 will be added to your account. Specified on the disconnection notice is the amount that is due to avoid termination of service. If needed a door tag will be placed at your residence and a $16.52 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 $33.04 fee will be added to your bill and a $33.04 reconnection fee 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.

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: EcoWaste – Phone Number: 903-839-1800 Email: help@ecowastesol.com

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.