

ELLIS COUNTY FRESH WATER SUPPLY DISTRICT NO. 1

RESIDENTIAL WATER SERVICE

Customer security deposit is \$100.00 (proof of residence required). Additional non-refundable service initiation fee of \$35 and non-refundable application fee of \$15.

Your meter will be read on the 3rd Monday of each month. Monthly bills will be sent out at around the 1st of each month. Payment in full is due on your account on the 16th of the month. A delinquent fee of \$10 or 10% of any past due amount, whichever is greater, will be added if payment is not received by the due date.

Accounts reaching delinquent status will be mailed a delinquent notice letter and a \$20.00 fee will be added to your bill. You will also be subject to a \$60.00 Scheduled-For-Termination fee after notice to the customer. Same day reconnection requires collection of all owed amounts before 1 pm. Guaranteed same day reconnect (after 1 pm) requires payment by card, cashier’s check, or money order of all owed amounts plus a \$50 guaranteed same day reconnect fee.

There is a \$30.00 fee for all returned checks.

If your water service is ever disconnected for non-payment or returned check, payment MUST be made by cashier’s check or money order only to restore services.

No letters of credit or payment history will be accepted in lieu of a deposit.

ECFWSD NO. 1 RESIDENTIAL WATER RATES

Monthly Water Charge

\$29.00 Base / Minimum Bill Amount	
0001-10,000	\$4.75
10,001-20,000	\$5.75
Over 20,000	\$6.75

Monthly Sewer Charge

\$16.22 Base / Minimum Bill Amount	
Per 1000 gallons of water used	\$13.41@ 80%

ECFWSD NO. 1 Payment Options

Online: www.paymyinframarkbill.com (Check & Credit Card fee of lesser of \$2.50 or 3% of charge being paid, payments posted next business day) Automatic Bank Draft is also available through the website.

Phone: 800-441-4501 (Check & Credit Card, payments posted next business day)

In Person: The Inframark office is open from 8:00 am to 5:00 pm Monday through Friday, closed from 12:00 pm- 1:00 pm for lunch. A night drop is on the front door for your convenience. Our office is located at 9558 Helms Trail Suite #100 Forney, Texas 75126 and can be reached at (281) 579-4500. Additionally, you may visit 1230 Brendan Drive, Little Elm, TX 75068 during the periods of 9:00 am- 11:00 am and 12:00 pm- 4:00 pm.

Bill Pay: If utilizing online bill pay through your bank, please verify you have correct mailing address, and full account number to ensure proper handling and processing. Please allow 7 to 10 days for processing.

PLEASE PROVIDE FULL ACCOUNT NUMBER WITH PAYMENT

Trash Pick Up Information: Containers will be delivered 7-10 business days after your account is set up and active. Trash pickup is every Thursday. Containers must be set out by 7am on pick up day. Until containers are received, nine (9) 13-gallon trash bags may be set out. One extra Solid Waste or Recycling Cart may be provided (if requested by resident) at a rate of \$5.50 each per month. Bulk collection is provided twice-per-month (2 cubic yard maximum per occurrence).