

KAUFMAN COUNTY MUNICIPAL UTILITY DISTRICT NO. 11

WATER SERVICE

Owner's deposit is \$100.00 (proof of ownership required) Payment required prior to all new service as well as a \$75.00 non-refundable application fee.

Your meter will be read on the 2nd Monday of each month. Monthly bills will be sent out around the 22nd of each month. Payment in full is due on your account on the 7th of the month. A late charge of 15% will be added if payment is not received by the due date and a delinquent letter for a fee of \$15.00 will be mailed. If payment is not received, a Red Tag will be hung to notify you of possible interruption of service for a \$15.00 fee.

Accounts reaching delinquent status will be subject to a \$60.00 reconnection fee and an additional \$100.00 deposit in order to restore service.

There is a \$25.00 fee for all returned checks.

If a request is made to have service temporarily disconnected a fee of \$30.00 will be added to your bill. Additionally, a \$30.00 fee will be added to your bill to resume service.

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

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

KCMUD 11 WATER RATES

Monthly Base Water Rate	\$40.00
Monthly Base Sewer Rate	\$25.00
Monthly Trash Rate	\$15.75
Monthly Additional Garbage Container Rate	\$6.00

Water Commodity Charge (per 1,000 gallons per month)

Gallons Used	Commodity Charge
0001-8,000	\$3.65
8,001-12,000	\$4.50
12,001-15,000	\$5.50
Over 15,000	\$6.50

Sewer Commodity Charge (per 1,000 gallons per month)

Gallons Used	Commodity Charge
0001-8,000	\$2.20
8,001-12,000	\$3.00
12,001-15,000	\$4.00
Over 15,000	\$5.00

**Please contact the Heartland HOA for all Waste
Collection related**

questions at 972-564-1511

KCMUD 11 Payment Options:

Online: www.paymyinframarkbill.com (Credit Card 3% fee, Electronic Check \$1. Payments posted next business day) Automatic Bank Draft is also available through the website.

Phone: 800-441-4501 (Credit Card 3% fee, Electronic Check \$1. 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