

Kaufman County MUD 12 - Internal



17495 Village Green Dr
Jersey Village, TX 77040
832-467-1599
www.inframark.com

Dear New Customer:

Welcome to **Kaufman County MUD 12 - Internal**. 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 security deposit of \$100.00 for owners or \$200.00 for tenants and a \$75.00 non-refundable application fee due prior to service initiation. Once service has started, if a request is made for service to be temporarily disconnected, a fee of \$30.00 will be added to your bill. In addition, \$30.00 will be added to bill to resume service at customer's request. Proof of ownership/lease agreement is required.

**The deposit, application fee 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. 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 Saturday – Sunday or on specified holidays.

****Please make all payments payable to Kaufman County MUD 12 - Internal.**

Water and sewer provided at the following rates, subject to change.

Residential Water	
Monthly Base Rate	\$40.00
0,001-8,000 gal	\$3.65/1,000 gal
8,001-12,000 gal	\$4.50/1,000 gal
12,001-15,000 gal	\$5.50/1,000 gal
Over 15,000 gal	\$6.50/1,000 gal

Residential Sewer	
Monthly Base Rate	\$25.00
0,001-8,000 gal	\$2.20/1,000 gal
8,001-12,000 gal	\$3.00/1,000 gal
12,001-15,000 gal	\$4.00/1,000 gal
Over 15,000 gal	\$5.00/1,000 gal

A 15% penalty will be assessed if payment is received after the due date. This amount is shown in the "AFTER DUE DATE" section on your bill. Your due date is the 15th of each month.

If your account is 30 days past due at the time current bills are generated, a termination notice will be sent to your address, and a \$15.00 fee will be assessed to your account. If a door tag is received a \$15.00 fee will be added to your bill. At this point all charges (including current charges) are due to avoid termination of your service. Should full payment not be received as directed on the termination notice, your service will be disconnected and a \$30.00 fee placed. In addition, to return service a \$30.00 reconnection fee will be added. A \$25.00 charge will be assessed on all payments returned by the bank.

To restore service, the full balance of your account must be paid using a credit or debit card, cashier's check, or money order only. Payment for service restoration is due by 3:30 PM CST, Monday through Friday, to ensure same-day service. If your district offers after-hours service, payments made after 4:00 PM CST will incur additional after-hours fees.

Note: Once an account is turned off due to non-payment, payments made by check or mail will not be accepted to restore services.

Garbage Service is provided by **Kaufman County MUD 12 - Internal** and is included in your water bill. Please reach out to customer service at 281-579-4500 for any questions regarding trash.

The district's operator is [Inframark](http://www.inframark.com). 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.

In person payment locations:

17495 Village Green Dr., Jersey Village, TX 77040
2002 W Grand Parkway N, Ste 200, Katy, TX 77449