

# Kaufman County MUD 14



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 HOUSTON, TX 77253-3264  
 832-467-1599  
[www.Inframark.com](http://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 your 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 or permanently 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	Usage
\$15.75	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: Waste Connections - 972-289-6714 – Customer Service: [dallascustomerservice@wasteservicesinc.com](mailto:dallascustomerservice@wasteservicesinc.com)

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.