

## **WALDEN POND FRESH WATER SUPPLY DISTRICT OF KAUFMAN COUNTY**

### **WATER SERVICE**

A security deposit shall be included in the customer's first month bill in the amount of: \$100 (Proof of ownership required). A \$30 non- refundable service initiation fee shall be charged to each customer. This fee shall be included in the customer's first bill. A \$15.77 transfer fee applies to all new accounts. No letters of credit or payment history will be accepted in lieu of a deposit.

All bills shall be due on the 5th day of the month following the date of the statement for said charges (the "Due Date"). Unless payment of the monthly bill is received on or before the Due Date, such account shall be considered delinquent and a one-time late charge equal to ten percent (10%) of the unpaid balance shall be charged

Your meter will be read around the 1<sup>st</sup> Monday each month and monthly bills will be sent out around the 15th of each month. Payment in full is due on your account by the 5<sup>th</sup> day of the following month.

Disconnection fee delinquent customer: If service is discontinued because of a customer's delinquency, then the customer must pay all past-due amounts, any additional security deposits, plus the applicable reconnect fee, prior to service being reconnected. Payment must be made at the office of the District Utility Manager in the form of a money order or cashier's check. Service will be reconnected on the same day if payment is made prior to 4:00 p.m. If payment is tendered after 4:00 p.m. the customer must pay an after-hours reconnect fee in order to obtain same day reconnecting of service. The following reconnect fees are applicable:

- a. When meter is removed: \$100.00
- b. When meter is not removed: \$75.00
- c. After-hours reconnect fee (when reconnecting requested, or payment made after 4:00 pm): Above fees plus \$35.00

Return Checks: \$25.00 fee for all returned checks  
Fee To Mail Notice of Delinquency to User \$16.00  
Meter Re-read And Meter Test Fees \$15.00  
Tampering Fee \$75.00

### **WALDEN POND WATER RATES**

Minimum Monthly Charge	\$43.25 - includes monthly trash pick up
Law Enforcement Patrol	\$20.00

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

Gallons Used	Commodity Charge
0001-5,000	\$5.80
5,001-10,000	\$6.80
Over 10,000	\$7.80

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

Gallons Used	Commodity Charge
0001-5,000	\$7.00
5,001-10,000	\$8.00
Over 10,000	\$9.00

**Trash Information:**

Regular trash pickup is every Wednesday. Please have your container out for pickup no later than 7 am. Bulk pick up is the 1<sup>st</sup> Wednesday of the month and must be placed on the curb in front of the house. Bulk pick up can be no more than 8 cubic yards. Containers will be delivered the following Monday, after your account is set up and active. Additional Residential Trash Cart Pricing (Each) \$11.05 and Cart replacement fee \$118.04.

**WALDEN POND Payment Options:**

Online: [www.paymyinframarkbill.com](http://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.