

Dear New Customer:

Welcome to **Dallas County M.U.D. No. 4**. 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 deposit of \$100.00 for owner and \$200.00 for tenants, and a \$75.00 application fee due prior to starting service. Once service has started, if a request is made for service to be temporarily or permanently disconnected, a fee of \$25.00 will be added to your bill. Additionally, a \$25.00 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 Dallas County M.U.D. No. 4\*\***  
*Water provided at the following rates, subject to change.*

Residential Water	Usage
\$30.00	Base
\$5.25	0-3,000 GAL
\$6.35	3,001-15,000 GAL
\$9.85	Over 15,001 GAL

Residential Sewer, Trash and Recycling	
\$41.15	Base
\$5.30	Over 1,000 GAL
Includes Trash and Recycling	

**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 \$6.00 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 \$15.00 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 \$25.00 fee will be added to your bill and a \$25.00 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 services: Live Oak Environmental: email [help@liveoakenv.com](mailto:help@liveoakenv.com) for trash set-up

The district's operator is [Inframark](http://www.inframark.com). You can contact them at **832-467-1599**. 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.