

Kaufman County F.W.S.D No. 7-A

PO BOX 3264
HOUSTON, TX 77253-3264
832-467-1599
www.Inframark.com

Dear New Customer:

Welcome to **Kaufman County F.W.S.D No. 7-A**. The following information is being provided to help you become familiar with the policies, procedures and rates relating to your sewer and trash service.

Sewer and Trash services are provided at the following rates:

Monthly Residential Sewer	
\$65.00	Flat Fee

Monthly Residential Trash	
\$15.49	Monthly Fee
\$5.25	For additional cart

All residents within the district are required to establish sewer and trash service with Inframark.

Please see the steps below to sign up for sewer service:

1. Go to www.inframark.com
2. Under the "Customer Portal" dropdown menu, select "Water, Wastewater and Trash Services"
3. Choose "Our Districts". In the search bar, search for: Kaufman County F.W.S.D. No. 7A
4. Select "Set Up New Residential Service Online" to begin your application to set up sewer service.
5. Our Start Service team will reach out to you within the next 2-3 business days to establish your account and provide you with your account details and information.

If you have any questions or need assistance with the enrollment process, please contact Inframark Customer Service at:

Phone: (832) 467 1599

Email: CustomerService@Inframark.com

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.

Please note that a **15% penalty 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. Specified on the disconnection notice is the amount that is due to avoid termination of service. 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.