



Babcock Ranch Water Utilities

as operated by Town & Country Utilities and Babcock Ranch Irrigation

Frequently Asked Questions

1. How do I report a problem or ask questions about service?
 - Call: 800-826-5721
 - Email: UtilitiesCustomerService@BabcockRanchCommunityISD.com.
2. How do I start water, wastewater and irrigation quality water service?
 - Service can be established by accessing the TCU website at: <https://www.babcockranchliving.com/297/Start-Service>. Follow the instructions provided for setting up an account.
3. How do I stop service?
 - Service can be terminated by accessing the TCU website at: <https://www.babcockranchliving.com/302/Stop-Service>. Follow the instructions provided for setting up an account.
4. How do I change my mailing address / contact information?
 - Service address changes can be edited by logging in to your account by clicking the following link. <https://aca-prod.accela.com/BABCOCK/>
5. Do I have to pay each month even if there is no usage?
 - Yes, base facility charges are due monthly.
6. My water smells like metal or plastic... Why?
 - The plumbing in many new homes adds a distinct odor to the water until enough water flushes out the new pipe smell.
7. What do I do if my bill seems high?
 - See [High Bill Checklist](#)
 - See [Reading Your Meter](#)
 - See [Excessive Usage Credit](#)
 - See [Toilet Leak Testing](#)
 - See [Wastewater Usage Credit Application](#)
 - Contact customer service via email UtilitiesCustomerService@BabcockRanchCommunityISD.com.
8. Irrigation Control.
 - Florida friendly landscaping requires less watering. Average use for irrigation is approximately 2,000 gallons per month. Bills are primarily based upon your usage.
 - During rainy season, irrigation can be minimized to further conservation of our water resources. It is important that homeowners understand how to operate and program their irrigation controllers to their usage and minimize their bills, while conserving this precious resource.

9. How do I make payments?
- Pay online: www.amcobi.com
 - To access the payment site, just go to www.AmCoBi.com and select the “Pay Online” button in the upper right-hand corner then click the “Pay Bill” button. To register/login, use your email address and a password of your choosing. Once you are logged-in, access your account by entering your account number and the 5-digit zip code of your service address.
 - You can also sign up for electronic billing once your account is registered.
 - Pay by phone:
 - IVR/Automated Phone Payments – Simply call the AmCoBi number, (800) 626-5721, then select the option for an automated phone payment (Ext 3). You will need your account number and service address zip code.
 - Pay by check:
 - Make check payable to: **Babcock Ranch Water Utilities**
 - Mailing address: **PO Box 51280, Colorado Springs, CO 80949**
10. What are the regulations on water use?
- Consult Charlotte County web site <https://www.charlottecountyfl.gov/departments/utilities/about-utilites/conservation/water-restriction.stml> or call 1.800.848.0499 anytime or 1.800.836.0797, ext. 2298 during business hours (Florida only).
11. Where does my water come from?
- The Babcock Ranch water source is ground water from two wells drawing water from the sandstone aquifer. The water is treated using a nanofiltration process and disinfected with liquid chlorine. Water is analyzed continuously to ensure quality.
12. Do I need a water softener?
- For typical household use a water softener is not needed. The treatment plant produces a hardness of about 80 to 100 mg/L, which is considered moderately soft.
13. Where does my irrigation water come from?
- Irrigation water is supplied from a lake within the community. Treated effluent from the wastewater treatment facility is reused for groundwater recharge. The reclaimed water is discharged to a non-discharging lake. Water quality is analyzed continuously to ensure water quality.
14. What do I do if I have a water or wastewater related problem?
- Contact customer service at (800) 826-5721 Monday – Friday 8:00 – 4:00 PM EST or for after hours emergencies call (239) 336-9767 or (239) 336-9283 (24/7/365).
15. Where can I find utility forms and information about policies and procedures?
- Go to <https://www.babcockranchliving.com/168/Water-Utilities>
16. What do I do if I received a letter asking me to have my backflow checked?
- This means you have an irrigation (sprinkler) system, and you or your company is required to have backflow systems installed and/or certified. Backflow systems are required to be installed when the potable water is initially connected. Per the District’s Cross Connection Control Policy, you must hire a certified company to inspect the backflow device to ensure it is working properly. Once this inspection is completed the

company that did the inspection will send the results to the District. If the test fails, you will need to have the backflow device fixed and retested until it passes or is replaced.

- The District is required to maintain the records and keep this information for Florida Department of Environmental Protection (FDEP). A list of certified backflow testers is available on the District website.

17. What are the initial fees?

- For current rates and fees, please see the Potable Water, Wastewater and Irrigation Quality Water Rates and Fees Schedule:

<https://www.babcockranchliving.com/168/Water-Utilities>

18. What is the anticipated monthly payment?

- For current rates and fees, please see the Potable Water, Wastewater and Irrigation Quality Water Rates and Fees Schedule, under Monthly Use and Commodity Fees at:

<https://www.babcockranchliving.com/168/Water-Utilities> .

- How are Usage fees calculated? Usage fees for potable water and irrigation quality water are billed based on meter readings in 1,000 increments. Wastewater (sewer) is billed based on potable water use. For current rates and fees, please see the Potable Water, Wastewater and Irrigation Quality Water Rates and Fees Schedule, under Monthly Use and Commodity Fees at:

<https://www.babcockranchliving.com/168/Water-Utilities>