



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 transfer the water, wastewater and irrigation quality water over to my account?
 - Service can be established by completing the **Utility Service Application** and submitting it to customer service at UtilitiesCustomerService@BabcockRanchCommunityISD.com. For more information about establishing service, refer to the Babcock Ranch Community Independent Special District's ("District's) website.
3. How do I disconnect service permanently or seasonally?
 - Service can be terminated or suspended by filling out the Account Termination or Seasonal Form at: <http://babcockranchcommunityisd.com/>.
4. How do I change my mailing address / contact information?
 - Contact customer service by phone at 800-826-5721 or via email at UtilitiesCustomerService@BabcockRanchCommunityISD.com.
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, (877) 410-0167, 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/dept/utilities/pages/water-restrictions-conservation.aspx> 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 (24/7/365).

15. Where can I find utility forms and information about policies and procedures?

- Go to <http://babcockranchcommunityisd.com/>

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 an example, please see table below.*
- For current rates and fees, please see the Potable Water, Wastewater and Irrigation Quality Water Rates and Fees Schedule: <http://babcockranchcommunityisd.com/>
18. What is the anticipated monthly payment? For an example, please see table below.*
- For current rates and fees, please see the Potable Water, Wastewater and Irrigation Quality Water Rates and Fees Schedule, Page 5, under Monthly Use and Commodity Fees at: <http://babcockranchcommunityisd.com/>.
19. How are Usage fees calculated? For an example, please see table below.*
- 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.

Deposits- Invoiced upon application (to begin service)			*Effective 10/1/19 – 9/30/20
Water	\$ 76.38		
Wastewater	\$ 98.66		
Irrigation	\$ 76.38		
	\$ 251.42		
Monthly Base Facility Charge - Begins at closing date (regardless of usage)			*Effective 10/1/19 – 9/30/20
Water	\$ 25.81	¾" – 5/8" meter size	
Wastewater	\$ 30.20	all meters	
Irrigation	\$ 8.54	all meters	
	\$ 64.55		
Monthly Commodity Charge- Please note, Wastewater is charged based upon Water usage.			* Effective 10/1/19 – 9/30/20
Water	\$ 5.12	Per 1,000 gallons	0-5,999 gallons
Water	\$ 7.48	Per 1,000 gallons	6,000 gallons & above
Wastewater	\$ 5.36	Per 1,000 gallons water used	
Irrigation	\$ 2.56	Per 1,000 gallons used	
*Potable Water, Wastewater and Irrigation Quality Water Rates and Fees Schedule. While the District and TCU use reasonable efforts to include accurate and up to date information, TCU makes no warranties or representations as to its accuracy. The District and TCU assume no liability or responsibility for any errors or omissions in the context of this example. All amounts must be verified with the District.			