

Babcock Ranch Water Utilities Customer Welcome Kit

About us

Welcome to Babcock Ranch! Babcock Ranch Water Utilities is proud to serve water, sewer and irrigation quality water to your home or business. Babcock Ranch Water Utilities is leased by the Babcock Ranch Community Independent Special District from Town and Country Utilities who currently operates and maintains the facilities.

The Babcock Ranch Community Independent Special District (BRCISD) is an independent special district, established by House Bill 1515 (codified in Chapter 2007-306, Laws of Florida) passed by the Florida Legislature and approved by the Governor of Florida on June 27, 2007 as subsequently amended. The District encompasses approximately 17,787 grid acres of land located within Charlotte and Lee Counties, Florida.

The Independent Special District is a local unit of special government, created under Florida law, that constructs certain improvements, infrastructure and facilities within the District.

Board of Supervisors

<http://www.babcockranchliving.com/156/Board-Meetings>

District Staff

District Manager

- **Wrathell, Hunt and Associates, LLC**
 - Craig Wrathell
 - 2300 Glades Road, Suite 410W
 - Boca Raton, Florida 33431
 - Phone Number:(561) 571-0010
 - Email Address:info@babcockranchcommunityisd.com

Public Records Notice

Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public-records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

About the System

Babcock Ranch Community's drinking water comes from ground water and it treated using a nano filtration process coupled with ion exchange. Water quality is monitored 24 hours per day seven days per week. Wastewater is treated, reclaimed, and provided to the Babcock Ranch Community for irrigation.

GETTING STARTED

Setting up Service

Service can be established by completing a **Utility Service Application** on the Babcock Ranch Accela website (<https://aca-prod.accela.com/BABCOCK/Login.aspx>). Once you have created a log in account, click on “+New” and select “TCU Water Utility Service Requests (New Account/Terminate Account)” to start the application.

You will receive a confirmation screen once the application is complete, along with a confirmation email. All applications go directly to American Conservation Billing (AmCoBi) and you receive an invoice on the next monthly billing cycle.

Payment Methods

- 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 CISD Utility Management c/o AmCoBi
 - Mailing address: PO Box 51280, Colorado Springs, CO 80949

Initial Fees

Charge for service utility can be found on the BRCISD web site. (<http://babcockranchcommunityisd.com/>). Click on Potable Water, Wastewater and Irrigation link to the Fee Schedule. Scroll down to page two and three and notice the fees for Customer Deposit for Water, Wastewater and Irrigation Water. There is also a Customer Account Transfer Fee found on page 8.

1 BABCOCK RANCH CISD UTILITY MANAGEMENT
 c/o AMCOBI
 PO Box 51280
 Colorado Springs, CO 80949

BILLING DATE	ACCOUNT NUMBER
8/29/2018	00000-002
DUE DATE	AMOUNT DUE
9/25/2018	\$136.47



3 AMOUNT PAID

Babcock Ranch Water Utility
 Remit To:
 Babcock Ranch CISD Utility Management
 c/o American Conservation & Billing Solutions
 PO Box 51280
 Colorado Springs, CO 80949-1280

2 John Doe
 00000 Adventure Trail
 Babcock Ranch, FL 33982
 11111111111111111111

7 Retain this portion for your records
 Please make your checks payable to BRCISD Utility Management
 To receive your bill electronically or pay online, visit www.AmCoBI.com and click on "Pay Online".
 Access your account by entering your account number and 5-digit zip code of your service address. A 1.5% Late Fee (minimum \$2.00) will be assessed if full payment is not received by the due date.

Understanding My bill

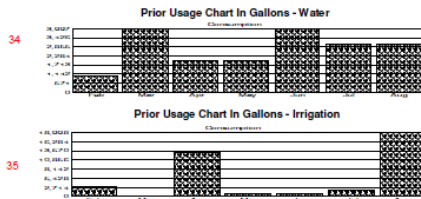
1. Payment Address- Use this address to mail a payment or any of the options above
2. Service Address- The address where service is rendered
3. Dates- Billing date is the date of the bill, and the due date is when payment is due
4. Account Number- The specific account number of the customer on the Utility Service Application
5. Amount due- The total amount due the current payment cycle including previous unpaid charges and late fees as they apply
6. Payment Address- Use this address to mail a payment or any of the options above
7. Payment guidance- This is a reminder about billing options
8. Meter Number- The unique number associated with each potable water meter
9. Meter Number- The unique number associated with each irrigation water meter
10. Meter Type- The type of meter (Water). Meters are located in the front yard in black plastic meter boxes
11. Meter Type- The type of meter (Irrigation). Meters are located in the front yard in purple plastic meter boxes
12. Water – (X 1000)- Water is billed in 1,000-gallon increments. For example, if 1,990 gallons is used, the customer is billed for 1,000 gallons and the 990 gallons of use will be captured on the following billing cycle
13. Water – (X 1000)- Irrigation Water is billed in 1,000-gallon increments. For example, if 1,990 gallons is used, the customer is billed for 1,000 gallons and the 990 gallons of use will be captured on the following billing cycle
14. Meter Reading Previous- Last month's water meter reading
15. Meter Reading Previous- Last month's irrigation water meter reading
16. Meter Reading Present- This month's water meter reading in 1,000-gallon increments
17. Meter Reading Present- This month's irrigation meter reading in 1,000-gallon increments

Meter Number	Meter Type	Description	Meter Readings		Usage	Read Code	Readings Dates	
			Previous	Present			Previous	Present
8 81887796	10 Water	12 Water - (x 1000)	14 17	16 20	18 3000	20 Actual	22 7/25/2018	24 8/23/2018
9 1600065027	11 Irrigation	13 Water - (x 1000)	15 4	17 23	19 19000	21 Actual	23 7/25/2018	25 8/23/2018

Previous Balance	26	\$0.00	
Irrigation Base Rate	27	\$8.05	Water Use Tier 1
Irrigation Use Rate	28	\$45.98	Water Use Tier 2
Sewer Base Rate	29	\$28.47	
Sewer Use Rate	30	\$15.15	
Water Base Rate	31	\$24.33	

Total Due: \$136.47

Babcock Ranch Water Residential



CUSTOMER	
John Doe	
SERVICE ADDRESS + ZIP CODE	
00000 Adventure Trail	
LOT NUMBER	
Phase 66-Lake Timber - Lot 00	
ACCOUNT NUMBER	BILLING DATE
00000-002	8/29/2018
AMOUNT DUE	DUE DATE
\$136.47	9/25/2018
BILLING PERIOD	
From 7/25/2018 to 8/25/2018 = 31 Days	
American Conservation & Billing Solutions	
PO Box 51280	
Colorado Springs, CO 80949	
Toll Free: 1-800-826-5721 ext. 2	
ClientCare@AmCoBI.com	

18. Usage- The difference between the previous water meter reading and the present water meter reading in gallons
19. Usage- The difference between the previous irrigation water meter reading and the present irrigation water meter reading in gallons
20. Read Code- Reading method be it actual or estimated for water
21. Read Code- Reading method be it actual or estimated for irrigation water
22. Reading Dates- Date the water meter was read previously
23. Reading Dates- Date the irrigation water meter was read previously
24. Reading Dates- Date the water meter was read for the current billing cycle
25. Reading Dates- Date the irrigation water meter was read for the current billing cycle
26. Previous Balance- The balance due from previous billing cycles
27. Irrigation Base Rate- The monthly cost of having the Utility Irrigation System in place and prepared to serve the Customer. This charge is designed to recover those capital expenses that are fixed, do not vary with consumption or temporary discontinuance, and are not recovered from separate charges
28. Irrigation Use Rate- The charge for Irrigation usage by 1,000-gallon increments based on the difference between the previous and present readings
29. Sewer Base Rate- The monthly cost of having the Utility Sewer System in place and prepared to serve the Customer. This charge is designed to recover those capital expenses that are fixed, do not vary with consumption or temporary discontinuance, and are not recovered from separate charges
30. Sewer Use Rates- The charge for sewer collection and treatment based on water consumption in 1,000- gallon increments
31. Water Base Rates- The monthly cost of having the Utility Drinking Water System in place and prepared to serve the Customer. This charge is designed to recover those capital expenses that are fixed, do not vary with consumption or temporary discontinuance, and are not recovered from separate charges
32. Water Use Tier 1- The charge for potable water treatment and distribution based on water consumption in 1,000- gallon increments for the first 5,000-gallons used
33. Water Use Tier 2- The charge for potable water treatment and distribution based on water consumption in 1,000- gallon increments for 5,001-gallons or more used
34. Previous Use Chart Water- A graphical display of water usage history in gallons
35. Previous Use Chart Irrigation- A graphical display of irrigation water usage history in gallons
36. Customer- Customer information (Please verify)

Reporting Service Problems

Contact Customer Service at 800-826-5721 any time day or night.

Water Quality

The drinking water quality provided by Babcock Ranch is of exceptional quality exceeding all EPA treatment requirements and is monitored continuously at the treatment plant and well as in the distribution system seven days per week. No additional treatment is required and may result as a degradation in water quality of installed. Note: On new services, it might take a few weeks before the new plumbing taste subsides.

Irrigation Management

Watering is a challenging issue for Southwest Florida homeowners. Trees, palms, shrubs, and flowers all need a satisfying, regular drink. However, irrigation water is a precious resource and costs money to produce. Additionally, there are water restrictions imposed by Lee and Charlotte County. Consult the Charlotte County web site <https://www.charlottecountyfl.gov/dept/utilities/pages/water-restrictions-conservation.aspx>, or Lee County web site <https://www.leegov.com/utilities/customer-resource-center/water-restrictions> for additional information.

Haphazard watering irrigation is the biggest waste of water there is.

Only now and then - or not long enough for plants to quench their thirst - will create a stress situation, making plants and turf grasses weak and susceptible to pests and disease.

Short too-frequent irrigating encourages shallow root systems, which is bad for plants and turf grasses. Short infrequent bursts - or depending just on Mother Nature alone - is a landscape plant's worst nightmare.

How often?

During the hottest times of year, the general rule of thumb is to run your irrigation two times a week (or even three times a week if it has been very dry) unless we've had rain.

In winter once a week on average should be sufficient. Things do not grow much when the weather is cold, therefore they require water less often than in the high-energy warm months.

Winter has drying winds, however, that can quickly dry out the soil, making the plants vulnerable to cold damage.

When?

Restrictions are in place everywhere - usually limiting homeowners to two days per week during limited hours.

What if the irrigation schedule is out of your control? Choose plants that like the schedule if you can.

A good irrigation system should have a rain gauge - especially important for snowbirds who are not here year round - to tell the system when NOT to come on.

How long?

This depends on your irrigation system. If you use overhead sprinklers for lawn and gardens, run the sprinklers about an hour.

Shrub spray heads concentrate more to a single area, so you will not need to run them as long - approximately 20 minutes at a time.

How long to run drip emitters or soaker hoses depends on the area and the type of plants. If you know your plants' needs, you can experiment with times and check the soil for moisture level.

If using a hand-held hose, lay the hose at the base of the plant and turn it on to a slow force. Leave it there 5 minutes or until the area is well soaked. Then move it to the next area.

Irrigation System Programing

There are many controllers available for residential and commercial use. Consult you user's manual or the internet for programing instructions.

Not sure if your plants are getting enough water?

After an irrigation cycle, come out about 6 to 8 inches from the base of a plant and dig down a shovel-depth into the soil. Place your hand into the hole - is the soil moist? Or dry as a bone?

How to tell if your plants need a drink

Thirsty plants may display leaf wilt or curling, an overall grayish tint to the leaf color, and/or the tips of leaves are brown and dry.

For lawns, the grass blades fold up lengthwise, the grass has a gray tint, and/or footprints you have made stay visible for a long time.

Some areas need irrigation less often

Shady garden beds do not dry out as fast as sunny spots, so you may have to adjust your system accordingly.

Some yards have sections with slow drainage where a storm can cause standing water or soggy soil.