



# Babcock Ranch Water Utilities

as operated by Town & Country Utilities and  
Babcock Ranch Irrigation

## Customer Welcome Kit

## About us

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

The District 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 amended by House Bill 1039 (codified in Chapter 2016-257, Laws of Florida) passed by the Florida legislature and approved by the Governor of Florida on March 25, 2016. The District encompasses approximately 17,787 grid acres of land located within Charlotte and Lee Counties, Florida. The lands within the District are planned for a mix-use development.

The District is a local unit of special government, created under Florida law, that has constructed and is responsible for the maintenance of certain improvements, infrastructure and facilities within the District.

## Board of Supervisors

### Greg Pankow

- **Assistant Secretary**
  - Email Address: [boardmember1@babcockranchcommunityisd.com](mailto:boardmember1@babcockranchcommunityisd.com)
  - Term Expires: 11/2022
  - SEAT 1

### Bill Vander May

- **Chair**
  - Email Address: [boardmember2@babcockranchcommunityisd.com](mailto:boardmember2@babcockranchcommunityisd.com)
  - Term Expires: 11/2022
  - SEAT 2

### Kathy Valentine

- **Assistant Secretary**
  - Email Address: [boardmember3@babcockranchcommunityisd.com](mailto:boardmember3@babcockranchcommunityisd.com)
  - Term Expires: 11/2024
  - SEAT 3

## Butch Stewart

- **Assistant Secretary**
  - Email Address: [boardmember4@babcockranchcommunityisd.com](mailto:boardmember4@babcockranchcommunityisd.com)
  - Term Expires: 11/2024
  - SEAT 4

## Bill Moore

- **Vice Chair**
    - Email Address: [boardmember5@babcockranchcommunityisd.com](mailto:boardmember5@babcockranchcommunityisd.com)
    - Term Expires: 11/2024
    - SEAT 5
- 

## 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](mailto: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

Our drinking water comes from ground water and is 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 community for irrigation.

# GETTING STARTED

## Setting up Service

Service is established by completing the **Utility Service Application** and submitting it to customer service at [UtilitiesCustomerService@BabcockRanchCommunityISD.com](mailto:UtilitiesCustomerService@BabcockRanchCommunityISD.com). The form can be found on the District's web site at <http://babcockranchcommunityisd.com>. Click on the Water Utilities section, then click on Start Service. Please fill out the applicable form. Click Submit for the online form. For the PDF form, print and Email it to [UtilitiesCustomerService@BabcockRanchCommunityISD.com](mailto:UtilitiesCustomerService@BabcockRanchCommunityISD.com) or mail it to PO Box 51280, Colorado Springs, CO 80949. You will receive an invoice. All accounts must be in the name of the record property owner, not a renter.

## Payment Methods

- Pay online: [www.amcobi.com](http://www.amcobi.com)
  - To access the payment site, just go to [www.AmCoBi.com](http://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) 826-5721, 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
- You can also sign up for electronic billing once your account is registered.

## Initial Fees

Charges for service can be found on the District's web site <http://babcockranchcommunityisd.com>. Click on Water Utilities for the link to the Potable Water, Wastewater and Irrigation Rate Schedule. Scroll down to pages 2-4 for the initial fees; miscellaneous fees can be found on page 8.

## Understanding My bill

1. Payment Address- Use this address to mail a payment or you can use any of the above payment options
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 applicable
6. Payment Address- Use this address to mail a payment or you can use any of the above payment options

7. Payment Guidance/Important Notices and Reminders- 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 read, 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 read, 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 in 1,000-gallon increments
15. Meter Reading Previous- Last month's irrigation water meter reading in 1,000-gallon increments
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
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 5,999-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 6,000-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)

1 BABCOCK RANCH WATER UTILITIES  
 c/o AMCOBI  
 PO Box 51280  
 Colorado Springs, CO 80949



BILLING DATE		ACCOUNT NUMBER	
3	11/28/2018	4	2100100-001
DUE DATE		AMOUNT DUE	
	12/26/2018	5	\$95.67
AMOUNT PAID _____			

2 John & Jane Doe  
 12345 Whitetail Trail  
 Punta Gorda, FL 33982  
 |||

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

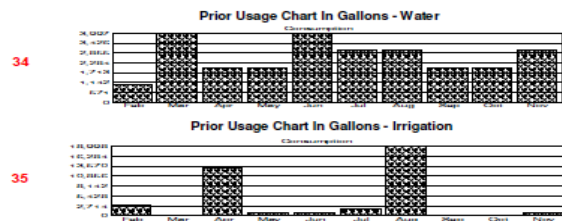
7 Retain this portion for your records  
 Please visit <http://www.babcockranchcommunityisd.com> for rate information.  
 Please make your checks payable to Babcock Ranch Water Utilities (BRWU).  
 To receive your bill electronically or pay online, visit [www.AmCoBI.com](http://www.AmCoBI.com) and click 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.

Meter Number	Meter Type	Description	Meter Readings		Usage	Read Code	Readings Dates	
			Previous	Present			Previous	Present
8 1234567890	10 Water	12 Water - (x 1000)	14 2	16 5	18 3000	20 Actual	22 10/22/2018	24 11/19/2018
9 2345678901	11 Irrigation	13 Water - (x 1000)	15 0	17 1	19 1000	21 Actual	23 10/22/2018	25 11/19/2018

Previous Balance	26	\$0.00		
Irrigation Base Rate	27	\$8.29	Water Use Tier 1	32 \$14.91
Irrigation Use Rate	28	\$2.49	Water Use Tier 2	33 \$0.00
Sewer Base Rate	29	\$29.32		
Sewer Use Rate	30	\$15.60		
Water Base Rate	31	\$25.06		

**Total Due: \$95.67**

**Babcock Ranch Water Residential**



CUSTOMER	
John & Jane Doe	
SERVICE ADDRESS - ZIP CODE	
12345 Whitetail Trail - 33982	
LOT NUMBER	
Phase IA-Lake Deer - Lot 001	
ACCOUNT NUMBER	BILLING DATE
2100100-001	11/28/2018
AMOUNT DUE	DUE DATE
\$95.67	12/26/2018
BILLING PERIOD	
From 10/25/2018 to 11/25/2018= 31 Days	
American Conservation & Billing Solutions	
PO Box 51280	
Colorado Springs, CO 80949	
Toll Free: 1-800-826-5721 ext. 2	
ClientCare@AmCoBI.com	

**Reporting Service Problems**

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

**Water Quality**

The drinking water quality provided by Babcock Ranch Water Utilities 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 by the property owner. Water softeners may result in a degradation in water quality if not properly installed and maintained. 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 Charlotte County and the South Florida Water Management District (SFWMD). Consult the Charlotte County web site <https://www.charlottecountyfl.gov/dept/utilities/pages/water-restrictions-conservation.aspx>.

### **Haphazard watering is the biggest waste of water there is.**

Doing it only now and then - or not long enough for plants to quench their thirst - and you'll create a stress situation, making them weak and susceptible to pests and disease.

Short, too-frequent irrigating encourages shallow root systems and 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 2 times a week (or even 3 times a week if it's been very dry) unless we've had rain.

In winter, once a week on average should be sufficient. Things don't 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 aren't 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 won't need to run them as long - probably 20 minutes at a time.

How long to run drip emitters or soaker hoses depends on the area and the type of plants present. 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 or perform a YouTube search for your controller's make and model number for a video to help with programming.

### **Not sure if your plants are getting enough?**

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've made stay visible for a long time.

### **Some areas need irrigation less often**

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

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