



## Babcock Ranch Water Utilities

as operated by Town & Country Utilities and Babcock Ranch Irrigation

### ***Utility Service Application***

Welcome to Babcock Ranch. Babcock Ranch Water Utilities (“BRWU”) a division of the Babcock Ranch Community Independent Special District (“District”), appreciates the opportunity to provide your water utilities and welcome your comments, questions or suggestions. You may fax us at 719-599-4057 or email us at [UtilitiesCustomerService@BabcockRanchCommunityISD.com](mailto:UtilitiesCustomerService@BabcockRanchCommunityISD.com).

#### **Water Utility Service Request Form (Please print legibly)**

Name(s) on Deed: \_\_\_\_\_

Babcock Ranch Service Address: \_\_\_\_\_

Closing Date: \_\_\_\_\_

Customer Mailing Address for Billing: \_\_\_\_\_

Contact Phone #1: \_\_\_\_\_ Contact Phone #2: \_\_\_\_\_

Email address: \_\_\_\_\_

**Water Service:** BRWU provides water sewer and irrigation quality water and the billing for water utilities in Babcock Ranch in accordance with the Babcock Ranch Water Utilities Policies (“Policies”). BRWU has a rate schedule of base and tiered charges for consumption. Meters are read each month and bills are distributed based upon the meter reading cycle of the property. Payment is due within 20 days. A late payment penalty is assessed on balances remaining after the due date of the bill.

The District shall be responsible for maintenance of the meter and delivery system upstream of the meter and the customer shall be responsible for maintenance of the delivery system and fixtures on the outlet side of the meter. Customers are responsible to pay charges associated for all water, potable and irrigation, that passes through the meter. Irrigation water charges are not included in any POA service areas.

**Customer Billing Address:** To ensure that your bill reaches you in a timely manner, please make sure that Customer Service has your correct and current mailing address. It is the customer’s responsibility to keep this information current. You may call us at 800-826-5721, fax us at 719-599-4057 or email address changes to [UtilitiesCustomerService@BabcockRanchCommunityISD.com](mailto:UtilitiesCustomerService@BabcockRanchCommunityISD.com).

**Utility Fee Schedules:** Please visit [www.babcockranchcommunityisd.com](http://www.babcockranchcommunityisd.com).

**Attention Seasonal Customers:** Please be advised that water, sewer and irrigation base charges are charged year-round, regardless of usage.

**Scheduling Service Requests:** We do not schedule appointments for service requests. Please provide at least two business days’ notice for routine service requests. More complex requests (such as installing or

removing meters and/or upgrading services) are scheduled and require more notice. Please ensure that all water faucets, inside and outside the location, are shut off when the service is turned on.

**Termination of Water Service:** Occurs due to non-payment. Disconnection of water services result in a reconnection fee and payment in full of any past due balances. Meters are locked at disconnection of service and any tampering with the lock or meter will result in an unauthorized tampering fee charged to the owner of the property.

**Payment Options:** Payments may be made online, via phone or mail.

**Water Conservation:** The District is committed to comply with the South Florida Water Management District Consumptive Use Permit and promotes and adheres to Water Management Conservation Orders. It is the owner's responsibility to monitor home and irrigation system settings to avoid high usage.

**First Bill:** Your first bill should arrive within 30-45 days of activating service. The District website is also an excellent information resource.

**Renters:** Property owners always remain responsible for costs associated with their property. Service always remains in the name of the property owner. Should an owner wish to rent their property and have the bill forwarded to their renter the owner must submit the request in writing.

Our Customer Service staff is committed to providing the best possible service to every customer all the time. Please feel free to contact us by phone 800-826-5721, fax 719-599-4057 or via email at [UtilitiesCustomerService@BabcockRanchCommunityISD.com](mailto:UtilitiesCustomerService@BabcockRanchCommunityISD.com).

My signature below indicates that I understand and agree to the obligations as set forth in the Policies.

**Homeowner's Name(s):** *(Please Print)* \_\_\_\_\_

**Homeowner's Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

Office Use Only:	Date Meters Read: _____
Potable Meter # _____	Reading _____
Irrigation Meter # _____	Reading _____

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