



Tel: (877) 410-0167 x 2 | Fax: (719) 599-4057 | P.O. Box 51280 | Colorado Springs, CO 80949-1280 | [www.AmCoBi.com](http://www.AmCoBi.com)

**Date:** March 10, 2021  
**To:** Town of Palmer Lake  
**From:** American Conservation & Billing Solutions, Inc. (AmCoBi)  
**Re:** Utility Billing Provider Change

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Dear Resident,

The Town of Palmer Lake has selected American Conservation & Billing Solutions, Inc. (AMCOBI), to provide water billing services to its residents. Effective March 2021, you will begin to receive your monthly water bill from AmCoBi.

**Account Setup (to be done *after* you receive your first statement from AMCOBI):**

With your first statement/acct.#, please set up your online account as follows:

1. Point your Web browser to: [www.AmCoBi.com](http://www.AmCoBi.com)
2. Select the "Pay Online" link on the home page
3. Follow the instructions

Your online account allows you to choose the best payment options for you, check your account balance and activity, and elect to receive your monthly water bill electronically (eBill). Please contact the client service team should you require any assistance.

**Payment options are as follows:**

\* AmCoBi's ePay service allows you to pay your bill online with an automatic withdrawal from your checking/savings account (ACH) free of charge. You can also use a debit or credit card with a processing fee of 2.95%, charged by Paymentus, the payment processing provider.

\*Pay by Phone at 1-877-410-0167 x 3

\*Pay by Email or Text by replying to received message from Payment Portal

\*Pay by Check or Money Order – payable to *American Conservation and Billing Solutions PO Box 51280, Colorado Springs CO 80949* (Please remember to write your account number on your check)

**Client Care Team**

Our Colorado based Client Care Team will answer questions or assist with any issues that arise. We are available Monday - Friday, from 8:00am - 5:00pm MST. Contact us by phone or e-mail:

Toll-free: (877) 410-0167 x2

E-mail: [ClientCare@AmCoBi.com](mailto:ClientCare@AmCoBi.com)

Our goal is to provide excellent customer service and we value feedback and suggestions. Let us know how we can best assist you.

Kind regards,  
The Client Care Team

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