



REMINDER:

In accordance with Resolution 54 of 2023, adopted by the Board of Trustees on July 27, 2023, a copy posted to the town website (<https://www.townofpalmerlake.com/resolutions>), the Board determined to restructure the water usage tiers and increase water rates.

The Board held multiple discussions reviewing data to determine rates that will properly cover the operating costs of the water enterprise fund and plan for future water system improvement projects.

Beginning with the 9/15—10/15/2023 billing, the water usage tiers and rates will be:

WATER USAGE RATES (\$/100 gal)		
Min	Max	New rate:
1	999	\$0.84
1,000	2,999	\$1.20
3,000	5,999	\$1.45
6,000	8,999	\$1.65
9,000	11,999	\$1.90
12,000	19,999	\$2.10
20,000	20,000+	\$2.30

Also effective with the 9/15—10/15/2023 billing, the Total Base Fee including the monthly operating, capital improvement and debt service will be:

MONTHLY WATER FEES (\$284,784 Debt Service)						
Tap Size	3/4"	1"	1 1/2"	2"	3/4" out of town	1" irrigation
Monthly Operating Fee	61.13	85.54	126.59	175.89	99.76	136.38
Capital Improvement	6.11	8.55	12.66	17.59	9.98	13.64
Debt Service	17.76	17.76	17.76	17.76	17.76	17.76
TOTAL BASE FEE	85.00	111.85	157.01	211.24	127.50	167.78

ALWAYS CONFIRM YOUR ACCOUNT INFORMATION. Be sure to verify your water billing account information is current with a correct phone number, email, and mailing address.

Go to www.amcobi.com and log-in or create a new account to view your water account information online. Your account number is on the billing statement.

Otherwise, send updated information in an email to clientcare@amcobi.com or to the Town at info@palmer-lake.org and include your property address or account number in the subject line.

Otherwise, feel free to call AMCOBI at 877-410-0167 x2 or the Town office at 719-481-2953.

AVOID LATE FEES WITH TIMELY PAYMENTS DUE BY THE 20TH. Monthly statements are available online after the 1st of every month. Verify electronic or automatic payments are going directly to AMCOBI. Please allow up to 10 business days if you or your financial institution mail your payment. Mail delivery continues to lengthen for the Post Office delivery time.

Please note the following AMCOBI process for mailed payments –

- AMCOBI picks up mail daily from the Post Office at approximately noon
- Payments are posted on the same day received from Post Office or the next day, depending on mail volume - Monday's mail/posting includes payments delivered on Saturday
- Payments received after the 20th will incur a \$15 late fee

Consider other payment options: set up eBill or ePay through www.amcobi.com, view/print online bills, initiate check payment early. Immediately call AMCOBI if your billing statement has not arrived by the first week of the month.

NOTE:

To be considered for assistance with utility payments, please contact <https://tri-lakescares.org/financial-assistance/> to check eligibility for help with past or current payments.

Thank you!