



**Date:** August 23, 2023  
**To:** Buffalo Mountain Metropolitan District Customers  
**From:** American Conservation & Billing Solutions, Inc. (AmCoBi)  
**Re:** Water and Sewer Billing Provider Change

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Dear Resident,

Buffalo Mountain Metropolitan District has selected AmCoBi to provide water and sewer billing services to its residents. Effective October 2023, you will begin to receive your quarterly water and sewer bill from AmCoBi.

**AquaHawk:**

Simply log into AquaHawk by pointing your browser to: <https://buffco.aquahawk.us>

Once on the site, select the Registration button and follow the instructions to register.

AquaHawk offers several benefits to Buffalo Mountain Metropolitan District customers including:

- Set monthly threshold values in dollars for water and irrigation usage.
- Set Daily/Weekly/Monthly usage thresholds and get notified if you are trending to exceed.
- Provides timely alerts when problems are detected.
- You can specify how you want to be contacted - text, e-mail, or phone.
- Easy-to-understand and use, you can access the HELP menu for specific instructions.
- Provides a "single sign on" to the payment portal with the touch of a button so you do not need to re-enter credentials.

**Payment Options:**

As of August 25<sup>th</sup> the district is no longer taking payments. Please register your account through AquaHawk (<https://buffco.aquahawk.us>) or through the AmCoBi website:

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 select to receive your water bill electronically (eBill).

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.

**Other Payment Options:**

- Bank Bill Pay – please make sure to update your bank bill pay with your new AmCoBi account number and remittance address to ensure proper delivery.
- Pay by Phone at 877-410-0167 ext 2
- Pay by Email or Text by replying to received message from Payment Portal.
- Pay by Check or Money Order:  
payable to *Buffalo Mountain Metro District PO Box 51280, Colorado Springs CO 80949*  
*(Please remember to write your account number on your check)*



### **Client Care Team**

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

Toll-free: (877) 410-0167 x2

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

### **District Management Team**

Please contact the District Management Team with any general questions about Buffalo Mountain Metropolitan District at (970) 513-1300 or <https://bmmd.colorado.gov>

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