

Introducing Interactive Voice Response (IVR)!

In an effort to streamline our operations and improve customer service, Okaloosa County's Water and Sewer Department has implemented an Interactive Voice Response system.

You can use this system to:

- Check account balance
- Make a payment
- Check billing history
- Check payment history
- Request a fax

Answers are
just one call
away!

(850)
651-7171

(850)
651-7171



¡También en Español!

With so many great things you can do, the Interactive Voice Response system is a great way to check on your utility account, whenever it fits your busy schedule. You can also speak to a Customer Service Representative any time during normal business hours by calling the same number, too!



1804 Lewis Turner Blvd
Suite 300
Fort Walton Beach, FL 32547

**Okaloosa County
Water and Sewer Department
Interactive Voice Response
System**

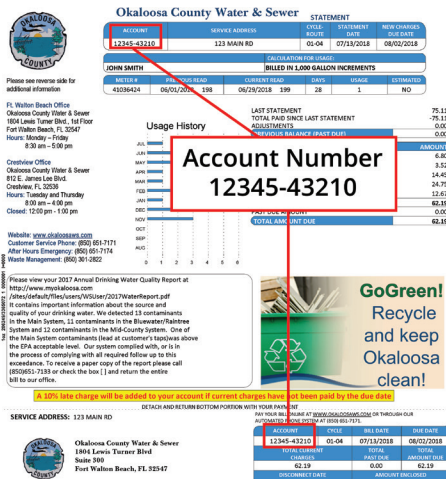


What you'll need

How it works

Make a payment

1 Your account number (from your bill)



2 Dial (850) 651-7171

3 You will be prompted through the entire process. Press [*] at any time for more information on how to use the system.

To return to the previous menu at any time, press the [#] key.

In Spanish, too

All the information listed here is available in English and Spanish. For Spanish, you will press [2] when prompted at the beginning of the call. Otherwise, the system will continue in English.

Once you're connected to Okaloosa County's IVR system, choose one of these options:

Press [1]

Make a payment

Press [2]

For account information

Press [3]

For payment history

Press [4]

For billing history

Press [0]

To speak with a customer service representative during business hours, Monday-Friday 8:30am-5pm

Request a Fax

If you would like a paper copy of your account information (including billing and payment history), you can request a fax to be sent to you.

- Once you've heard your account information, select the faxing option
- Enter your 10 digit fax number and the system will send you a fax detailing your account information.

The system allows you to pay your bill safely and securely over the phone at any time. You may choose to pay the full amount, pay a past due amount, or make a partial or overpayment. Okaloosa County accepts **VISA®, MasterCard®, American Express®,** or **Discover®.**

Paying with credit card

When prompted, enter:

- Credit card number
- Expiration date
- 3-digit security code
- Zip code

Paying with E-check

When prompted, enter:

- Routing number from blank check
- Checking account number
- Driver's license number (for personal)
- Tax ID number (for businesses)



EASY TO USE

CONVENIENT ACCESS

SECURE PAYMENTS