



# CITY OF Callaway FLORIDA

*"East Bay at its Best"*

Utility Billing Department  
6601 E Hwy 22, Callaway, FL, 32404  
Phone (850) 871-6000  
[www.cityofcallaway.com](http://www.cityofcallaway.com)

## UTILITY SERVICE APPLICATION INFORMATION

- Present your photo ID, military ID or any other valid photo ID
- A copy of either: documented proof of ownership; a signed lease agreement; valid sales agreement; signed realtors listing agreement OR notarized letter of authorization from the property owner (if the applicant is not the owner).
- A secondary name may be added to a customer's account with equal access and authority. Both account holders will be equally responsible for any unpaid balance
- There is a non-refundable account fee of \$10.00 (*This is included in the total deposit amount*)
- Current deposit amount: \$260.00 (*Active-Duty Military \$110.00*) (*ID & PCS Orders Required*)
- If an applicant has a past due balance owed to the city for prior service at any location, that balance must be paid in full
- Complete applications with legible supporting documents are accepted by email or in person.
- Incomplete applications will not be processed
- Same day connections are available if received by 3:00 P.M.

NOTE: When the water meter is unlocked and turned on and there's water running on the premises, the city technician will turn the meter back off but will leave the meter unlocked so the occupant can turn the water on. If the technician is required to make a second service call to turn the meter on, a \$10.00 service charge must be paid prior to technician being sent.



City of Callaway  
 6601 E Hwy 22  
 Callaway, FL 3240  
 (850)871-6000

Account# _____
Billing Cycle _____

**New Account Disclosure Form**

1. I will receive my first bill on or around the 5th of the month. Should I not receive a bill, it is my responsibility to contact the Utility Billing Department. Whether I receive a bill or not, I understand it is a monthly utility service being provided that is due by 5:00 p.m. on the 15<sup>th</sup> of each month.
2. I have until 5:00 p.m. on the **15<sup>th</sup>** (excluding City observed Holidays and weekends) **to pay my bill without a 15% penalty**. If my account is unpaid by the end of business day on the **25<sup>th</sup>**, my account is subject to **disconnection on the 26<sup>th</sup>** (excluding City observed Holidays and weekends). Payments received after 5:00 p.m. on the 25<sup>th</sup> will automatically be charged a \$50.00 delinquency fee. I understand if my services are disconnected, the account balance is due in full prior to being reconnected.
3. **To pay my bill**: I can mail a payment using the enclosed envelope with my bill, put a payment in the night drop box in the parking lot at the City Hall Building, or Public Works. Pay with a debit/credit card or e-check by calling 1-(850)871-6000 or by visiting [www.cityofcallaway.com](http://www.cityofcallaway.com). The Utility Billing Department can be reached by calling (850)871-6000 option 1, Monday through Friday 8 a.m. to 5 p.m. (excluding City observed Holidays).
4. The City of Callaway requires a deposit(s) on all accounts. Deposit amount due varies by location, services provided and if the account is commercial or residential. Deposits are held in a non-interest-bearing account and returned to account holder after final billing. When service is terminated, the deposit on the account will be applied towards any outstanding balance. If there is no balance due or a credit remains, a refund check will be mailed to the address provided after the final billing has occurred. Any unpaid balance is subject to collections by an outside debt collection company if not paid.
5. Returned payments will be charged a \$25.00-\$40.00 returned item fee. Unpaid returns must be paid with Certified funds within two business days to avoid disconnection. Habitual returns could result in a "cash only" account status.
6. In the event City of Callaway Utility service equipment is found altered, willfully damaged, tampered with or the like, causing unauthorized usage, the city will disconnect utilities immediately and may impose a tampering fee and require all damages, fees, labor and materials to be paid in full prior to restoration of utility service.
7. Should you choose to receive assistance to pay your current utility bill from an agency, upon your own initiation and discretion, communication with the City of Callaway Utility Billing Department is vital to avoid an interruption of your utility service. **Please understand, most agencies have an extensive vetting process for approval of aid. You will need to consider their requirements and process time when seeking assistance. Failure to initiate aid in a timely manner does not preclude late fees or disconnection of utilities.** When receiving aid, whether it be in cash, check, credit card or voucher form, that submittal to the city must be received by 5:00 p.m. on the 25<sup>th</sup> of each month to avoid disconnection of utilities. If a voucher for payment is provided, the City of Callaway agrees to accept the voucher as a form of payment, pending receipt of the actual item.

**By signing you acknowledge, understand, and agree to abide by the above disclosures.**

Signature(s) \_\_\_\_\_ Date: \_\_\_\_\_

Signature(s) \_\_\_\_\_ Date: \_\_\_\_\_

Amount paid: \$ \_\_\_\_\_ Cash/Check # \_\_\_\_\_ Credit \_\_\_\_\_  
 Date: \_\_\_\_\_ CSR Initials: \_\_\_\_\_



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## UTILITY SERVICE APPLICATION

PLEASE PRINT OR TYPE

Primary Account Name: \_\_\_\_\_  
*Last* *First* *Middle*

Secondary Account Name: \_\_\_\_\_  
*Last* *First* *Middle*

Service Address: \_\_\_\_\_

Mailing Address: \_\_\_\_\_  
*(If different than service address)* *City* *State* *Zip Code*

Driver's License: \_\_\_\_\_  
*State* *Number*

Date of Birth: \_\_\_\_\_ Primary Phone: \_\_\_\_\_ Secondary Phone: \_\_\_\_\_

Email (Optional): \_\_\_\_\_

Employment: \_\_\_\_\_

Date for Service to Begin: \_\_\_\_\_ Check One Box:  Unlock Meter Only OR  Turn on Meter  
*(You must choose one)*

Read statement below, sign and date application

*I, the undersigned applicant, for water/sewer/solid waste service state that the information provided on this application is true and correct to the best of my knowledge. I understand services start per purchase date or lease commence date unless otherwise stated on legal documented agreement. I understand that all charges are due as billed and accept total responsibility for payment of all charges incurred for the services provided, including reasonable attorney's fees and costs incurred for collection of the unpaid balance. I am also responsible for any damages done to any meters at this location by me or anyone else. I consent that water services provided at the service location may be turned on without applicant or applicant's representatives present. Applicant further agrees to hold the City of Callaway and its employees HARMLESS of authorizations made on behalf of account holder or a secondary account holder and or should the property, building(s) or premises incur damage as a result of water connection.*

Attached hereto is my (check one): \_\_\_\_\_ proof of ownership \_\_\_\_\_ lease agreement \_\_\_\_\_ sales agreement \_\_\_\_\_ signed realtor's listing.  
 Also attached is a legible copy of valid id (check one): \_\_\_\_\_ driver's license \_\_\_\_\_ military id \_\_\_\_\_ state id.

Date: \_\_\_\_\_ Applicants' Signature: \_\_\_\_\_

Date: \_\_\_\_\_ Secondary Applicants' Signature: \_\_\_\_\_

CSR: _____	PAYMENT METHOD: _____	LAST FOUR OF CREDIT CARD: _____
DATE: _____	TIME: _____	
COMMENTS _____		