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

¡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!

Okaloosa County
Water and Sewer Department
Interactive Voice Response System
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)

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.