



OKALOOSA COUNTY WATER AND SEWER ONLINE BILL PAY DOWN FOR EXTERNAL SECURITY BREACH INQUIRY.

There has been a possible security breach affecting customers who have made a one-time payment on our website using a credit or debit card, and those who have signed up for recurring payments on our website using a credit or debit card. This does not affect anyone who has made a payment using checking or savings account information. It also does not affect customers who made a payment using a credit or debit card in our office or over the phone. Click [here](#) to read the full press release.

For those customers enrolled in autopay using checking or savings account information: Your information has **not** been compromised and your monthly autopay will continue as expected. However, due to shutting down our bill pay website, if you wish to cancel your autopay, please do so in writing via mail or e-mail. If you wish to make a change to your autopay, please visit one of our offices and bring a voided check.

For those customers enrolled in autopay with a credit or debit card: Your autopay enrollment has been canceled. Any bills with a due date after March 8, 2018 will not be paid via autopay. Please make a payment using any one of the below payment methods.

1. Use the automated Voice Utility System to pay your bill by phone (850) 651-7171 using an eCheck or credit card. We accept Visa, Mastercard, American Express and Discover. There is no additional fee for eChecks or credit card payments.
2. Use your own bank's online bill payment system. Please note, there may be a delay of several days before the payment posts to your O.C.W.S. account, as many banks will mail a paper check to us, rather than transmitting an electronic payment.
3. Mail a check or money order made payable to O.C.W.S. (no cash please) with the top portion of your utility bill to: O.C.W.S. 1804 Lewis Turner Boulevard, Suite 300 Fort Walton Beach, FL 32547. To save money on postage, payment drop boxes are located [here](#).
4. Pay in person with cash, check, money order, or credit/debit card during business hours at one of our offices. We accept Visa, Mastercard, American Express, and Discover.
5. Pay automatically each month by using Electronic Funds Transfer. You will still receive a monthly statement. The amount due showing on your bill will be automatically deducted from your bank account on the due date. There's nothing to remember or worry about. To request this service please stop by any of our offices to process the application. You will need to bring a cancelled check.

Okaloosa County Water & Sewer

www.okaloosaws.com

phone: (850)651-7171 | fax: (850)651-7747