



## New Customers

Welcome to Okaloosa County Water and Sewer System (OCWS). We appreciate your business and pledge to do our best to deliver exceptional customer service and satisfaction.

Please contact [Customer Service](#) at 850-651-7171 if you are unsure if the location you are moving to is in our service area.

### Establishing New Service:

You can establish new service with OCWS by visiting one of our [offices](#) or via mail, [email](#), or fax (850) 651-7747. All completed requests for New Service with deposit and service fees paid before 4pm are processed the following business day. For same day service you will need to present all required New Service documents and pay deposits and service charge in person.

You will need the following:

1. Completed [New Service Form](#). Please remember to sign, date and initial where required on this form.
2. A copy of your lease.
3. A valid U.S. Driver's License.
4. The Deposit Fee.
  - a. Payment of deposits are required before the start of requested services.
  - b. Deposit fees are normally \$80 (\$50 Deposit and \$30 Service Fee), but this fee may be different for each customer depending on meter size or other circumstances.

### Mailing Address:

OCWS

Attn: Deposit Office

1804 Lewis Turner Blvd. Ste 300

Fort Walton Beach, FL 32547

**Any questions please contact [Customer Service](#) at 850-651-7171.**

Okaloosa County Water & Sewer

[www.okaloosaws.com](http://www.okaloosaws.com)

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