



## **ADDENDUM 1**

**May 20, 2020**

**ITB WS 57-20**

### **UTILITY BILL PRINTING, MAILING AND RELATED SERVICES FOR OKALOOSA COUNTY WATER AND SEWER DEPARTMENT**

Please find attached the Document and information below for Addendum No. 1. This Addendum is hereby made a part of the Contract Documents and Specifications. The purpose of Addendum No. 1 is to set forth changes and/or additional information as referenced herein.

**The following information ADDS A SAMPLE BILL layout, as seen on the next Two (2) pages.**

**Please note:** It is not a requirement that the respondents re-create this exact layout, but if not, be able to design a new bill layout with the same information and adhere to the specifications within the bid, have it approved by the County and be ready to provide by 01 October, 2020 .

The County will not provide samples of the other potential items (envelope overprint/custom inserts). Per the Invitation To Bid, the respondent must be able to provide those items/services, if requested, and also provide pricing for each within the bid.

**Note: The ITB Opening Date & Time remains unchanged.**



# Okaloosa County Water & Sewer

STATEMENT **PAST DUE**

ACCOUNT	SERVICE ADDRESS	CYCLE-ROUTE	STATEMENT DATE	NEW CHARGES DUE DATE
[REDACTED]	[REDACTED]	02-12	04/17/2020	05/07/2020

CUSTOMER NAME	CALCULATION FOR USAGE:
[REDACTED]	<b>BILLED IN 1,000 GALLON INCREMENTS</b>

METER #	PREVIOUS READ	CURRENT READ	DAYS	USAGE	ESTIMATED
[REDACTED]	03/06/2020 15	04/07/2020 17	32	2	NO

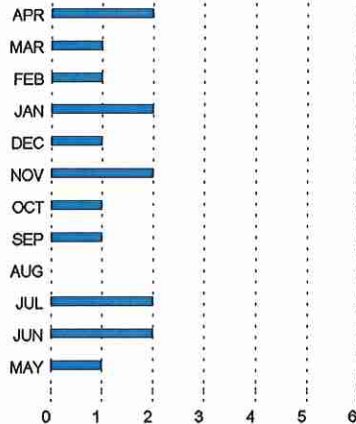
Please see reverse side for additional information

**Ft. Walton Beach Office**  
 Okaloosa County Water & Sewer  
 1804 Lewis Turner Blvd., 1st Floor  
 Fort Walton Beach, FL 32547  
 Hours: Monday – Friday  
 8:30 am – 5:00 pm

**Crestview Office**  
 Okaloosa County Water & Sewer  
 812 E. James Lee Blvd.  
 Crestview, FL 32536  
 Hours: Tuesday and Thursday  
 8:00 am – 4:00 pm  
 Closed: 12:00 pm - 1:00 pm

Website: [www.okaloosaws.com](http://www.okaloosaws.com)  
 Customer Service Phone: (850) 651-7171  
 After Hours Emergency: (850) 651-7174  
 Waste Management: (850) 301-2822

### Usage History



LAST STATEMENT	64.91
TOTAL PAID SINCE LAST STATEMENT	0.00
ADJUSTMENTS	0.00
<b>PREVIOUS BALANCE (PAST DUE)</b>	<b>64.91</b>
<b>PAST DUE AMOUNT DISCONNECT DATE</b>	<b>04/29/2020</b>
<b>CURRENT CHARGES</b>	<b>AMOUNT</b>
LANDFILL	7.03
RECYCLE	3.63
REFUSE	14.94
SEWER	30.19
WATER	15.91
<b>TOTAL CURRENT CHARGES:</b>	<b>71.70</b>
PAST DUE AMOUNT	64.91
<b>TOTAL AMOUNT DUE</b>	<b>136.61</b>

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Please view your 2019 Annual Drinking Water Quality Report at <http://www.myokaloosa.com/sites/default/files/users/WSUser/2019%20Water%20Notes.pdf>  
 It contains important information about the source and quality of your drinking water. We detected 13 contaminants in the Main System, 14 contaminants in the Bluewater/Raintree System and 11 contaminants in the Mid-County System. None of the contaminants are above the EPA acceptable level. To receive a paper copy of the report please call (850)651-7133 or check the box [ ] and return the entire bill to our office.



**A 10% late charge will be added to your account if current charges have not been paid by the due date**

DETACH AND RETURN BOTTOM PORTION WITH YOUR PAYMENT.

SERVICE ADDRESS: [REDACTED]

PAY YOUR BILL ONLINE AT [WWW.OKALOOSAWS.COM](http://WWW.OKALOOSAWS.COM) OR THROUGH OUR AUTOMATED PHONE SYSTEM AT (850) 651-7171.



**Okaloosa County Water & Sewer**  
 1804 Lewis Turner Blvd  
 Suite 300  
 Fort Walton Beach, FL 32547

ACCOUNT	CYCLE	BILL DATE	DUE DATE
[REDACTED]	02-12	04/17/2020	05/07/2020
<b>TOTAL CURRENT CHARGES</b>		<b>TOTAL PAST DUE</b>	<b>TOTAL AMOUNT DUE</b>
71.70		64.91	136.61
<b>DISCONNECT DATE</b>		<b>AMOUNT ENCLOSED</b>	
04/29/2020			

Please check box if your contact information has been changed or if you would like to receive your bills electronically. (Please make corrections on back.)

**MAKE CHECKS PAYABLE TO:**

Okaloosa County Water & Sewer  
 1804 Lewis Turner Blvd  
 Suite 300  
 Fort Walton Beach, FL 32547

# 000004428

I=0000

FORT WALTON BEACH FL 32547-1006

00 [REDACTED] 000000136615

## NON RECEIPT OF UTILITY BILL

In the event you do not receive your utility bill, please contact our office. Failure to receive a utility bill does not relieve the customer from payment obligation nor the penalties for the late payment.

## DELINQUENT ACCOUNT CHARGES

All utility charges are due upon receipt. A 10% late fee will be added to your account if your payment does not reach our processing center or office by the due date. OCWS does not recognize the postmark date as the date of the payment. If we do not receive payment within 40 days of this statement date, your service is subject to disconnection.

## RETURN CHECKS

A charge will be assessed for any return check. If you do not pay for your return check, and the assessed charge, within 48 hours of notification, your service will be disconnected.

## DISCONNECTED SERVICE

Any account with an unpaid return check, a dishonored bank draft, or delinquent charges greater than \$20.00, will be processed for disconnection and assessed a service charge in addition to the amount owed. If we disconnect your service due to nonpayment then the entire account balance must be paid in full to restore service. Your balance will include all past due, current and service charges. Once your account has been processed for shutoff a service charge is required whether you have been disconnected or, as a courtesy, only tagged.

## WATER CONSERVATION/LEAKS

Visit our website at [www.okaloosaws.com](http://www.okaloosaws.com) to find out more about water conservation. Please remember to fix leaks in your plumbing quickly to avoid excessive water use and costly usage charges. For afterhours EMERGENCIES, CALL (850) 651-7174.

## ACCESS TO WATER METER

Please keep an open six-foot area around your meter box in order for OCWS staff to perform periodic information verification as well as any necessary maintenance on the equipment inside the meter box.

**Lend a hand is a voluntary contribution program. It allows our customers to help those who may need assistance paying OCWS utility bills.**  
**For information call Customer Service at (850) 651-7171.**

**We appreciate your business and if we can be of service, please don't hesitate to call us.**

## PAYMENT OPTIONS

Payment is due when your utility bill is rendered. You may pay your monthly bills the following ways:



**AUTOMATIC BILL PAYMENT** (Electronic Funds Transfer) is available which enables OCWS to automatically debit your checking account for payment of your utility bill. Please call (850) 651-7171 for more information.



**Online payment** is available to online users to pay your account with the following credit cards: Discover, MasterCard, Visa, and American Express or E-Check (electronic check). Please visit our website at [www.okaloosaws.com](http://www.okaloosaws.com).



**Payment by phone** is also available with our Interactive Voice Utility system (IVR) at (850) 651-7171.



**Mail** your check or money order payments:  
OCWS  
1804 Lewis Turner Blvd, Suite 300  
Fort Walton Beach, FL 32547



**DROP BOXES** are for check and money order payments. Drop box payments are picked up daily and will be applied to your account the next business day. Drop boxes are located at the following locations:

- 1804 Lewis Turner Blvd., Ft. Walton Bch., FL 32547
- 185 Woodland Park Circle, Mary Esther, FL 32569
- 1470 Cedar Street, Niceville, FL 32578
- 812 E. James Lee Blvd., Crestview, FL 32536



**Pay at one of the local offices:**

**FWB Office:**  
1804 Lewis Turner Blvd., 1st Floor  
Fort Walton Beach, FL 32547  
Phone: (850) 651-7171  
Hours: Monday- Friday, 8:30 A.M.- 5 P.M.

**Crestview Office:**  
812 E. James Lee Blvd. Crestview, FL 32536  
Hours: Tuesday & Thursday, 8 A.M.- 4 P.M.  
(12 P.M. -1:00 P.M. closed for lunch)

## CHANGE OF ADDRESS

Please fill in the new billing address below:

NAME: \_\_\_\_\_

MAILING ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ ST: \_\_\_\_\_ ZIP: \_\_\_\_\_

TELEPHONE #: \_\_\_\_\_

EMAIL: \_\_\_\_\_

Remove this portion at perf line above and mail completed form to:

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

In order to assure accurate and timely delivery, you must change your address with the United States Postal Service by visiting [www.usps.com](http://www.usps.com) and click Manage Your Mail > Change Your Address.

## Direct Pay Authorization

This is the most effective way to pay and the preferred method of payment. The enrollment process can take 60 days, depending on when we receive your Authorization form and your bill cycle.

I do hereby authorize OCWS to withdraw funds monthly from the bank account shown below. The withdrawal will be about 20 days after the bill date shown on my utility bill each month. This authorization is to remain in effect until OCWS receives written notice from me terminating the authorization for Direct Pay. In addition, I have the right to discontinue participation in the Direct Pay program by notifying the Customer Services Division in writing at least three weeks prior to the due date of payment. I will be responsible for payment of my bill by the due date. I understand, however, that both the Financial Institution and OCWS reserve the right to terminate this payment plan or my participation.

A fee will be charged by OCWS for all transactions resulting in insufficient funds. NOTE: Your Financial Institution also may charge for payments returned from the bank for insufficient funds.

**MAIL COMPLETED FORM ALONG WITH A VOIDED CHECK OR DEPOSIT SLIP TO:**  
OCWS  Checking (Include Voided Check)  
1804 Lewis Turner Blvd., Suite 300  Savings (Include Deposit Slip)  
Fort Walton Beach, FL 32547

Name of Bank: \_\_\_\_\_

Routing Number: \_\_\_\_\_

Bank Account: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_