



Frequently Asked Questions

Please contact [Customer Service \(850\) 651-7171](tel:850-651-7171) with any other questions.

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OCWS Online Website Questions

[How do I register with OCWS Online?](#)

[What if I forget my PIN?](#)

[How do I use my saved credit card information in the billfold?](#)

[What if the website is unavailable?](#)

[Where can I locate my routing and/or checking account number on my check?](#)

General Questions

[Where are the offices and drop boxes located?](#)

[What are the office hours?](#)

[How can I pay my bill?](#)

[What are the fees?](#)

[What do I need to set up new service\(s\)?](#)

[Can my bill due date be changed?](#)

[Why do I have to pay for garbage service?](#)

[Why are sewer charges higher than water charges?](#)

[Why don't I have water?](#)

[My meter is covered with dirt. Are you sure it is being read every month?](#)

[My usage is the same every month, how can that be?](#)

[Why can't I have an irrigation meter?](#)

[Why does my water smell?](#)

[How do I do a leak check?](#)

Forgot PIN?

If you have forgotten your PIN and have access to the email address you used to register your account with, you can use the [Forgot PIN?] button located on the left navigational bar and your PIN will be emailed to you from WSsupport@co.okaloosa.fl.us.

1. Click on the [Forgot PIN?] button on the left navigational bar:



The screenshot shows the homepage of the Okaloosa County Water & Sewer Online portal. At the top, there is a navigation bar with links for Home, Mission, Customer Service, Okaloosa County, and FAQs. Below this, there are buttons for Home, Sign On, **Forgot PIN?** (circled in red), Create PIN, and Email Us. The main content area features a welcome message: "Welcome to the Okaloosa County Water & Sewer eGovernment Online Billing Account Information". A "PLEASE NOTE:" section contains two items: "1. Registration, inquiries and payments will not be available online between 11:30pm - 1am due to nightly system upgrades." and "2. New Water & Sewer services must be setup at one of our offices." Below this is a "Registered Users Sign On" section with input fields for "Account ID:" and "PIN:". A note states: "*Account ID must be entered exactly as it appears on your monthly statement." At the bottom of this section are "Sign-On" and "Clear" buttons.

2. Fill in your full account number and click on the [Remind Me] button.
3. You will receive this page that your PIN has been emailed to you.



The screenshot shows the "Forgot PIN" confirmation page. The navigation bar is the same as in the previous screenshot. The main content area has a heading "Forgot PIN" and the text: "Your PIN has been sent to the email address listed for your account. Please return to the login page to continue." Below this text is a "Login" button. On the left side, there are buttons for Home, Sign On, **Forgot PIN?** (highlighted in red), and Email Us.

- Click on the [Login] button to go back to the homepage to login.
- Check your email for the email from WSsupport@co.okaloosa.fl.us with your PIN to login.

[Back to FAQs](#)

Website Unavailable

Due to mandatory system backups and upgrades online services are not available between the following dates and hours:

Mon - Thur 11:30PM - 1AM; Fri 11:30PM until Sat 1AM; Sat 10:30PM until Sun 12AM

Please try the site again later.

[Back to FAQs](#)

How do I use my saved credit card information in the billfold?

1. Logon to your OCWS Online account.
2. Click on the [Make Payment] button on the left navigational bar.
3. Click on the [On-Demand] button at the top of the page.
4. There will be a box with your saved credit card(s) information. You can edit or remove any of the credit cards listed. Click on the [Pay Now] button next to the credit card that you want to use.
5. On the next screen you will be asked to enter in your CVV2 (Card Security Code (CSC)) number for security reasons. The CSC is a 3 or 4-digit code listed on the back of your credit card immediately following your card number.

[Back to FAQs](#)

How can I pay my bill?

Payment Methods

1. Register your Water & Sewer account with [OCWS Online](#) and you can pay your bill **online** using an eCheck, Visa Debit/Credit Card, Mastercard Debit/Credit Card, American Express or Discover Card.
2. Use the automated [VoiceUtility System](#) to pay your bill by **phone (850) 651-7171** using an eCheck, Visa Debit/Credit Card, Mastercard Debit/Credit Card, American Express or Discover Card.
3. **Mail** 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 32547-1266
4. Pay **in person** with cash, check, money order, or Visa Debit/Credit Card, Mastercard Debit/Credit Card, American Express or Discover Card during business hours at one of the [offices](#).
5. **Payment drop boxes** are located at all three [office locations](#) for after hour's convenience. We also have a drop box located at [610 Skylark Rd., Mary Esther, Florida](#) (Site of old office building). All payment drops are picked up on scheduled business days. Weekend or Holiday drop payments will be applied to your account on the next scheduled business day.
6. **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.



[Back to FAQs](#)

What do I need to set up new service(s)?

A deposit and service charge for the property, valid picture ID, and lease (if applicable). The [New Customers page](#) has the deposit fee information as well as forms you can fill out before coming in to start service.

OWNER:

Bring a valid picture ID and the deposit and service charge for the property.

RENTER:

Bring the lease, valid picture ID and the deposit and service charge for the property.

[Back to FAQs](#)

Can my bill due date be changed?

No, we bill on cycles that are determined by when your meter is read during the month. We have found this to be the most efficient cost effective way to provide service to our customers.

[Back to FAQs](#)

Why do I have to pay for garbage service?

Garbage service is mandatory for all Water and Sewer customers by Okaloosa County Ordinance.

[Back to FAQs](#)

Why are sewer charges higher than water charges?

It is more expensive to process sewer than water. Sewer caps off at 10,000 gallons for residential accounts.

[Back to FAQs](#)

Why don't I have water?

There are several reasons your water may be off. Do you have an emergency off valve between the meter and your house and is it on? Is it just one faucet or is the water off in the entire house? If it is just one faucet or just the hot water, it is an internal problem. Is your bill paid? Check your most recent statement for a past due amount and a cut off date. We do cut off for non payment. Is there construction going on in your neighborhood? There may be a cut water line or they may have turned it off to repair a line. We advertise when we are having a planned water outage, of course we can't advertise for emergency situations.

[Back to FAQs](#)

My meter is covered with dirt. Are you sure it is being read every month?

Most of our meters are read by scanning so the meter readers no longer have to actually see the meter. The meter readings are downloaded into the computer and calculated from there. There is less human error with this system. If, for some reason we can not get a read from your meter, your bill will reflect an "estimated read". This will be clearly marked on your bill. If you have building debris or a car parked over your meter it needs to be moved to allow us access at all times.

[Back to FAQs](#)

My usage is the same every month, how can that be?

We bill in 1,000 gallon increments. If you are consistent with your usage, your bill may reflect the same usage for several months in a row and then change by a 1,000 gallons. If you used 1,500 gallons a month, we would only bill you for 1,000 gallons, the 500 would carry over to the next month and would continue carrying over until the meter turned over another 1,000 gallons.

[Back to FAQs](#)

Why can't I have an irrigation meter?

We do not encourage watering your lawn with potable water. In most of the County it is possible to put down a private well for lawn watering. If you are unable to acquire water by this means, our sewer service caps at 10,000 gallons so you will not be billed for sewer on your water consumption after 10,000 gallons.

[Back to FAQs](#)

Why does my water smell?

Sometimes if water has been sitting in the line for a while, the chlorine smell will build up and appear to be very strong. You will need to run the water for a few minutes to clear the line. If it just the hot water that smells, it is an internal problem with your water heating system. You may need to flush your hot water heater.

[Back to FAQs](#)

How do I do a leak check?

Start by putting our dye tablets, food coloring or anything that will discolor the water in the backs of all the toilet tanks in your home. Do not flush the toilets. Go outside and read your meter. You may have to dig the dirt out and wipe the lens off. Copy down the numbers, it reads like a car odometer. Wait at least an hour without using any water. After an hour or so, check the toilets to see if the dye has leaked into the toilet bowl. If there are no toilet leaks the water in the bowl will still be clear. If the water is colored in the bowl there is a leak. Do not flush them until you have gone back out and re read your meter, if the read has changed, there is a leak somewhere. You will either need to find the leak yourself or hire someone to help you. People assume that if there is an under ground leak there will be a puddle in the yard. This is not necessarily true. If the leak is on the underneath side of a pipe the water will drain down and never show on the surface.

[Back to FAQs](#)