

## Welcome to VoiceUtility

In an effort to streamline our operations and improve customer service, Okaloosa County's Water and Sewer department has implemented an Interactive Voice Response (IVR) system.

We encourage you to use the VoiceUtilityIVR system to fulfill many of your needs. You can use the system 24-hours a day, 7 days a week, 365 days a year to do many things:

- Check account information
- Check billing history
- Check payment history
- Make a payment
- Request a fax

With so many things you can do, the VoiceUtility 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 regular business hours by calling the same number, too!



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



1804 Lewis Turner Blvd Ste 300  
Fort Walton Beach, FL 32547

*Utility Account Information  
and Payment Options  
are just a Phone Call Away!*



## Water and Sewer Department



VoiceUtility™  
System

**(850) 651-7171**

## What You'll Need

- a. A touch-tone telephone
- b. Your account number (from your bill)
- c. Your credit card number and expiration date to make a payment on your account

You will be prompted through the entire process. Press [\*] at any time for more information on how to use the system. To return to the previous menu at any time, press the # key.



## In Spanish, too

All of the information listed here is available in English or Spanish. For Spanish, you will press 1 when prompted at the beginning of the call. Otherwise, the system will continue in English.

## How It Works

To use Okaloosa County's VoiceUtility system, simply dial the direct line, **(850) 651-7171**.

After logging in with your account number, you may check your account history and balance, payment and billing history, and make credit card payments.

Okaloosa County accepts MasterCard, Visa, Discover Card, and American Express for payments. Please follow the directions below to make a secure credit card payment.

## 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.

1. Once you have heard your account information, select the faxing option.
2. Enter your ten-digit fax number. The system will then send you a fax detailing your account information.

## Make a Payment

1. Login to VoiceUtility and select the option to make a payment.
2. Select a payment type. You may choose to pay the full amount, pay a past due amount, or make a partial or overpayment.
3. **Credit Card:** When prompted, enter your credit card number, expiration date, card security code (a 3-digit number on the back of your card), and zip code.

**eCheck:** You will need a blank check and your Social Security number available. When prompted, enter the three number sequences at the bottom of your check, the check number, your Social Security number, and zip code.

The system validates the information and records the payment.

Payments made through Okaloosa County's VoiceUtility system are completely secure.

