



CITY OF CALLAWAY, FLORIDA
CITY HALL
6601 East Highway 22, Callaway, FL 32404
Phone 850-871-6000 • FAX 850-871-2444
www.cityofcallaway.com

Mayor
Pamn Henderson

Commissioners
Scott Davis
David Griggs
Ron Fairbanks
Joseph Townsend

CUSTOMER REQUEST FOR BILL ADJUSTMENT

Account Identification:

Utility Account No. _____ Phone _____

Account Holder's Name _____

Service Address _____

Turn in your form to Callaway Customer service , please pay current bill and if bill is due an adjustment, it will post to the next month bill. Please turn in form early as possible for timely adjustment on or before 15th of each month.

Please Note: Bill adjustments are only available on the sewer portion of the utility bill. Documented proof to show that a water use or loss did not escape into the sewer system. No adjustments will be given for the water used portion of the bill.

When a customer experiences a water break on their side of the meter and requests an adjustment on the sewer portion of their water bill, the following is required:

Date leak Occurred:

Location of Leak:

Date Leak Repaired:

Supporting Documents Attached:

- Copy of bill from plumber for repairs
- Copy of receipt from store showing proof of purchase of items for repair dated the same day or shortly after the date of the break. We can accept pictures of break, leak or repair to show proof if no receipt or invoice is available. If documented proof is not attached adjustment request will be denied.

Fire Department
P: 850-871-2753
F: 850-871-5564

Leisure Services
P: 850-874-0031
F: 850-874-9977

Planning / Code Enforcement
P: 850-871-4672
F: 850-871-2404

Public Works
P: 850-871-1033
F: 850-871-2416

Arts & Conference Center
P: 850-874-0035
F: 850-874-0706