

## To Open an Account:

- ✿ Come in person to Callaway City Hall at 6601 E. Hwy 22
- ✿ Present your valid photo id, Military, state issued or passport
- ✿ Present a copy of your lease Agreement, proof of purchase or realtors contract with homeowner
- ✿ We accept Cash, check or money order for the deposit
  - House .....\$250.00
  - Irrigation.....\$40.00
  - Sewer only... \$135.00
  - Military.....\$100.00

✦ This amount includes a non-refundable account charge of \$10.00

Same day connections are offered but not guaranteed from 8:00 am to 3:00 pm Monday through Friday, not including holidays

When the meter is turned on if there is water running, the tech will turn the meter back off. It will remain unlocked so that you may turn it on. If tech is required to make another service call to turn on meter, a **\$25.00 reconnection charge** must be paid prior to tech being sent out.

## To close an account:

The account holder must notify Utility Billing that they want to close out their account. Interruption of service due to nonpayment will not close out an account. The account holder is still liable for base rates and usage until the account is closed.

## Payments

- Payments may be made:
- In person at Callaway City Hall
- By mail
- Drop box behind City Hall
- Online: Payments or setup account <https://callawayfl.merchantransact.com> or [www.cityofcallaway.com](http://www.cityofcallaway.com) and click on "Online Bill Pay."

**We accept cash, check, money order, or credit card.**

## Important dates

**15<sup>th</sup>** Payments must be received in our office by **5:00 pm** to avoid a **15% late penalty**

**25<sup>th</sup>** Payments must be received in our office by **5:00 pm** to avoid a delinquency charge of \$50 as well as an interruption of services.

When these dates fall on a week-end or a Holiday when the office is closed, you have until 5:00 pm of the next business day to avoid penalties or cut-off.

Payments put in the drop box **after** 5 pm are not posted until the following business day. **Absolutely No cash accepted in drop box**

The City of Callaway does not take responsibility for the United States Postal Service. Failure to receive a bill will not excuse penalties. Postmarks are not considered.

## Reconnection of Services

To prevent or once service has been interrupted, total account balance including fees and penalties must be paid in full at City Hall, 8 am to 5pm Monday through Friday. Reconnect of service subject to next day turn on.

### **Resolution 19-24**

Additional service charge of \$50.00 shall be imposed on any account that has failed to pay by the disconnect date and time, regardless if a physical disconnect has or has not been accomplished.



Check out our web site at [www.cityofcallaway.com](http://www.cityofcallaway.com)

**Mail Payments to:  
Callaway Utility Billing  
6601 E. Hwy 22  
Callaway FL 32404**

## BASE RATES

- **WATER \$11.37**
- **SEWER \$30.69**
- **SOLID WASTE \$9.97**
- **STORMWATER \$1.00**

**CITY WATER TAX 10% OF WATER  
RESIDENTS OUTSIDE CITY LIMITS 25% UPCHARGE**

*The base rates are charged from beginning of the month until end of current bill month, water usage is billed from previous read date to current read date. These are monthly charges independent of usage.*

*In addition to the base rates, you are charged:*

- **WATER** per thousand gallons **\$4.87**
- **SEWER** per thousand gallons **\$4.97**

Sewer usage is based upon water usage.

**Rates subject to change by Commission action**

- ✿ *We accept Voluntary park contribution of any amount. It is a voluntary contribution that is used for capital improvements to recreational parks.*



## Checks

Returned checks payment must be paid for in cash, money order or other certified funds.

A service fee will be applied as follows:

- **\$25.00** for less than \$50.00
- **\$30.00** for \$50.00 to \$300.00
- **\$40.00** for \$300 or more

An additional deposit may be required.

**Returned check on an account:**

- ✓ Door knocker will be sent out giving 2 business days to pay the amount of the check and all fees.
- ✓ If no response, services will be cut-off. Reconnection charge and all other fees must be paid before services are resumed.



Did you know that a leaky toilet that wastes 200 gallons a day will add 6,000 gallons or \$48.96 a month to your bill?

**It's easy to check your toilet for a leak. Place a drop of food coloring in the tank. If the color shows in the bowl without flushing, you have a leak.**

**LOW INCOME SENIOR discount**

The City Of Callaway offers low income Senior Citizens who reside inside the City limits, a discount on their residential water, sewer and solid waste services. Applications are available at City Hall or may be downloaded from our website, [www.cityofcallaway.com](http://www.cityofcallaway.com). You must re-qualify every year to continue receiving the discount.



**DID YOU KNOW?**

The City of Callaway has a separate meter available for outside watering, called an irrigation meter. This meter has no base rates and is billed for water and city tax only. Call Public Works at 871-1033 for more information.

To report a water leak on the City side please call  
**(850) 871-1033**

**Services**



**The City of Callaway offers Water, Sewer and Solid waste pick up to its citizens. For rules regarding weekly curbside solid waste pickup for non-household trash, contact Public Works at 871-1033, Monday thru Friday 7 am to 4 pm.**

We do not provide household trash service. The following companies are licensed trash contractors in the City.

- Bargain Sanitation.....(850) 871-0016*
- BCC Waste Solutions.....(850) 238-3609*
- Coqui Disposal Services...(850) 257-5939*
- Nate's Sanitation.....(850) 769-4304*
- MR TRASH.....(850) 249-3382*
- Waste Management.....1-800-273-9757*
- Waste Pro.....(850) 872-1800*

**CITY OFFICIALS**

- Mayor Pam Henderson*
- Commissioner Ward I Scott Davis*
- Commissioner Ward II David Griggs*
- Commissioner Ward III Ron Fairbanks*
- Commissioner Ward IV Mike Jones*
- City Manager Eddie Cook*
- City Clerk Janice Peters*

**City of Callaway Contact Numbers**

- Animal Control----- (850) 784-4005*
- Arts & Conference Center----- (850) 874-0035*
- Building Dept. ----- (850) 874-9347*
- City Hall----- (850) 871-6000*
- City Hall Fax----- (850) 871-2444*
- Code Enforcement----- (850) 871-4672*
- Fire Dept. (non-emergency) ----- (850) 871-2753*
- Leisure Services----- (850) 874-0031*
- Planning Dept. ----- (850) 871-4672*
- Police BSCO Dept. ----- (850) 874-8660*
- Public Works Dept. ----- (850) 871-1033*
- Utility Billing Dept. ----- (850) 871-6000*



**Utility  
Billing  
Information**

**6601 E. Hwy 22  
Callaway, Fl 32404  
(850) 871-6000**

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

Open to the Public  
8 am to 5 pm