

FOR IMMEDIATE RELEASE

Board of County Commissioners

03.19.20



Okaloosa County Water & Sewer Closing Customer Service Lobby

Shalimar– In an effort to protect the well-being of our customers and employees, Okaloosa County Water & Sewer (OCWS) will temporarily close the walk-in customer service offices at 1804 Lewis Turner Blvd. effective 5:00 PM on Friday, March 20th, until further notice. The two drive thru lanes will remain open at 1804 Lewis Turner Blvd. for those customers who are unable to complete transactions or correspond with us in another way. In addition, the Customer Service office at 812 E. James Lee Blvd. will be closed until further notice. Customer service staff will continue to answer customer phone calls, process service related requests, and respond to email correspondence.

Many common transactions, including making payments, viewing bills, and starting new service can be completed online by visiting www.okaloosaws.com. Payments can also be made by calling our automated phone system at (850) 651-7171 and following the prompts to make a payment. There are no additional convenience fees associated with online and phone payments, even when paying with a credit card. Check or money order payments can be made at any of the following OCWS drop box locations:

- Crestview: 812 E. James Lee Blvd.
- Ft. Walton Beach: 1804 Lewis Turner Blvd.
- Mary Esther: Colonel Bud Day Park - 185 Woodland Park Cir.
- Bluewater Bay: Seminole Community Center - 1470 Cedar St.

To speak with a Customer Service Representative, please call (850) 651-7171, and follow the prompts to speak with office staff. If you are experiencing a water or sewer emergency, such as a sewer backup or main line break, please call our emergency line at (850) 651-7174. Thank you for your patience and understanding during this time.

By Authority,

Robert A. "Trey" Goodwin, III

Chairman, Okaloosa County Board of County Commissioners

**FOR MORE INFORMATION CONTACT CHRISTOPHER SAUL AT
585-7059 OR AT CSAUL@MYOKALOOSA.COM**