

RESIDENTIAL IN-TOWN WITH TRASH

Attached is an application packet to set up a new water/sewer/trash account. We need the following items to set up the account.

Completed/signed application (Open Account Form)
Color copy of your drivers license
Copy of the lease or proof of ownership of the property
\$100.00 deposit

Included in the packet are the following forms:

Application - Open Account Form – REQUIRED

Usage Rates Sheet - Explanation of the rates. 3,000 gallons of water/sewer is included in your monthly bill, which will be \$54.05. If you go over the 3,000 gallons, you will be charged \$3.97 per 1,000 gallons of water and \$4.69 per 1,000 gallons of sewer. Trash service (\$20.30) is already included in your monthly bill.

Meridian Waste Information – Explanation of the trash services. Trash pickup is on Mondays. Recycle is picked up every other Thursday. If you have missing or damaged cans that need to be replaced, please contact our office at 904-879-3801.

E-Billing Form - OPTIONAL - Please complete if you would like to receive your bills through E-Mail instead of paper bills through the mail. (There will be a one-time \$5.00 credit to your account if you have not ever received this credit before on a different account.)

ACH Agreement - OPTIONAL - Please complete this form if you would like to have your bill payment be withdrawn from your checking/savings account on the 15th of every month automatically. (Only exception is if the 15th falls on a weekend or holiday, the payment will be withdrawn on the prior business day.)

Your bill should be received during the first week of every month. If you do not receive a bill, please call our office at 904-879-3801 and we will be happy to reprint it or let you know the amount due.

Your payment will be due no later than the 15th of every month. On the 16th, a \$10.00 late fee will be added to your account if the bill has not been paid. A late notice with a disconnect date will be mailed out for all unpaid accounts. If the balance is not paid prior to the disconnect date, your services will be disconnected in the morning of the disconnect date and you will be charged an additional \$25.00 re-connect fee.

If you have any questions, please feel free to contact the Town of Callahan at 904-879-3801.

DEP. \$ _____
CK# _____
CASH _____ C/C _____
REC.# _____

TOWN OF CALLAHAN
UTILITY CUSTOMER (RESIDENTIAL- INTOWN – WITH TRASH)
OPEN ACCOUNT FORM

NEW Customer

CHANGE Customer Address

CHANGE Customer Name

DATE: ____/____/____

DATE TO BEGIN SERVICE: ____/____/____

TYPE OF SERVICE: WATER/SEWER _____ GARBAGE PICK-UP _____

FULL NAME: _____

SERVICE ADDRESS: _____ APT # _____

E-BILLING (☐) E-MAIL ADDRESS: _____

(If you have selected the option above your bills will be e-mailed to you paperless)

MAILING ADDRESS: _____ APT # _____

(CITY) _____ (STATE) _____ (ZIP) _____

PHONE NO.'S: () _____ (HOME) () _____ (WORK) () _____ (CELL)

IDENTIFICATION: (1) SOCIAL SECURITY NO. _____ - _____ - _____

*** Please be sure that all water faucets in your home are turned off. Water and sewer services will be TURNED ON the same day if account is opened prior to 3:00P.M.

***SENIOR CITIZEN'S DISCOUNT- "GARBAGE SERVICE ONLY" -If you are 65 + years of age, you are eligible for this service at a reduced rate.

Please sign here if you qualify: _____

TERMS OF PAYMENT – Water meters are read monthly to generate a bill. The sewer usage is based upon the water usage- See applicable "USAGE RATES". Sanitation service will be included on the same bill as the water/sewer charges. The bills are mailed out by the last business day of the month and are due upon receipt. WE ARE NOT RESPONSIBLE FOR LOST OR MISDIRECTED MAIL. Please call our office if the bill is not received by the first week of following month. A "LATE CHARGE" fee of \$10.00 will be added if payment is not received by the 15th of the month and a "LATE NOTICE" with a DISCONNECT DATE will be mailed. – EXAMPLE: A bill sent out the last week of March for \$47.16 will be \$57.16 if not paid by April 15th. If account is not paid by the DISCONNECT date on the late notice, a \$25.00 "RECONNECT FEE" will be imposed. Account must be paid in full BEFORE service can be restored (during normal business hours). RECONNECTION COULD TAKE UP TO 24 HOURS. Accounts that become "30 + DAYS" delinquent will be closed, and the deposit applied to the account. Accounts that remain delinquent are subject to being turned over to a collection agency where the customer will be responsible for any additional charges and/or legal fees. There will be a \$20.00 SERVICE FEE FOR ANY RETURN ITEM FOR ANY REASON.

I have read, understand, and agree to the preceding "TERMS OF PAYMENT".

*** In compliance with the Nassau County Emergency Management Dept., we are required to list all persons with "Special Needs" in event of an emergency (ex. hurricane, flood, fire, etc.) Please list any person/persons living at this address and type of special need. Please register at <https://snr.flhealthresponse.com/>

NAME

TYPE OF NEED

CUSTOMER SIGNATURE: _____

TODAY'S DATE: _____

***Bring the Following: Copy of the lease, mortgage statement or legal documentation.

(Account Customer & Renter/Lease/Buyer Must be the Same Name)

\$100.00 deposit

Picture ID of Customer Signee

OFFICE USE ONLY:

LOCATION NO.: _____ CUSTOMER NO.: _____

METER NO.: _____ CLASS: _____

GARBAGE AMOUNT: \$ _____



Chartered 1911

TOWN OF CALLAHAN

Post Office Box 5016 • Callahan, Florida 32011

USAGE RATES FOR RESIDENTIAL CUSTOMERS INSIDE THE TOWN'S CORPORATE LIMITS

WATER:

0 to 3,000 Gallons

Usage over & above 3,000 Gallons in a month

RATE:

\$16.46 per month (minimum usage)

\$ 3.97 per 1,000 Gallons

SEWER:

0 to 3,000 Gallons

Usage over & above 3,000 Gallons in a month

RATE:

\$17.29 per month (minimum usage)

\$ 4.69 per 1,000 Gallons

*** The water meters are read monthly, and a bill is generated for that period's usage. They are sent out approximately the last week of each month. A \$10.00 late fee is imposed if payment is not received by the 15th of the following month. A late notice will be mailed with a disconnect date. If service is disconnected a \$25.00 reconnect fee will be imposed. Account must be paid in full to have service reconnected. Please call our office if your bill is not received by the first week of the following month.

*** Closing of Account Procedures: We require notification either by phone, letter, or in person when a customer no longer needs water/sewer service. Upon termination of your account, a final meter reading will be taken on the specified date to have water shut off. You will be assessed at least the minimum usage amount for that billing period.

*** A minimum bill is \$ 54.05 (Includes \$20.30 for sanitation)

*** Should receive 1st bill by the first week of _____.

Telephone: 904-879-3801 ext. 201 • Fax: 904-879-6151 • E-Mail: water@townofcallahan-fl.gov

Website: www.townofcallahan-fl.gov

Callahan Effective: **September 30th** Garbage & Recycling Collection Guidelines



Effective **September 30, 2019**, Meridian Waste is proud to be your new environmental services provider. Let's look over the details to get started!

Collection Overview

Set Out Time: **6:00 am**

Collection Day: Garbage is collected **WEEKLY** and Recycling is collected **EVERY OTHER** week. The specific day of the week for each service is posted on that cart's decal.

Holidays (No Collection): All collection services are **pushed back one day** in observance of New Year's Day, Thanksgiving Day, and Christmas Day.

Materials: All materials must be **INSIDE** the provided cart (garbage in the Garbage cart, recycling in the Recycling cart). Items placed outside the cart will **NOT** be collected. (An additional 95-gallon cart may be requested for an extra monthly fee.)

Weight Limits: Carts **CANNOT** exceed sixty (60) lbs. each.

Cart Placement

Cart should be placed curbside and on your driveway, and **MUST** be **at least 3 ft. away** from nearby objects—including cars, fences, mailboxes and other carts.



Hazardous waste will NOT be collected.

Garbage

- Collected **weekly** (curbside on driveway)
- 95 gallon cart
- To help contain litter, please bag waste before placing it in the cart.

Recycling

- Collected **EVERY OTHER** week (curbside on driveway)
- 95 gallon cart
- Content of cart only. Please **DO NOT** bag recyclables (plastic bags are not accepted recyclables).

Yard Waste

- Collected **weekly**
- Limited to 2 cubic yards in volume (approximately a truck bed or less)
- Bag or containerize all **loose material** (i.e., leaves and small debris). Neatly stack **larger materials** (i.e., small limbs and palm fronds).
- **NOT COLLECTED:** Materials exceeding 4 ft (length) or 4 in (diameter).
- **NOT COLLECTED:** Commercially-generated yard waste (i.e., generated by landscaping services and tree surgeons).

Bulk Waste/White Goods

- Collected **weekly** (curbside on driveway)
- Maximum 2 items per pickup
- Must call to schedule white goods collection
- White goods must be Freon-free

Visit MeridianWaste.com/Callahan for a full listing of approved waste and recyclable items, and to learn more about your garbage guidelines.

ATTENTION: All materials must be **INSIDE** the appropriate 95-gallon cart provided by Meridian Waste. Any items placed outside the cart will **NOT** be collected.

GARBAGE CART

APPROVED Waste

- YES** — Non-hazardous municipal solid waste
- YES** — Food scraps and food packaging
- YES** — Disposables
- YES** — Clothing
- YES** — Compost
- YES** — Bottles, cans, newspapers & magazines
- YES** — Glass

NOT ACCEPTABLE

- NO** — Tires
- NO** — Yard waste
- NO** — **Hazardous Materials:** Including but not limited to: batteries; automotive fluids (fuel, antifreeze, oils); paint and paint lacquer, stains, thinners, varnish and polishes; wood preservatives; and chemicals of any kind (i.e. pool chemicals, cleaners, solvents, adhesives; pesticides and weed killer)
- NO** — **Empty Hazardous Material Containers**
- NO** — **Radioactive Materials**
- NO** — **Biological/Medical Waste**
- NO** — **Electronic Waste:** Including but not limited to: televisions, computers, monitors, printers, VCRs, cell phones, telephones, radios and microwave ovens
- NO** — Liquids or Water-Soluble Solids
- NO** — Salt, borax, lye, caustics/acids
- NO** — Septic Tank or Chemical Toilet Waste
- NO** — Fluorescent Light Tubes and Ballasts
- NO** — Automobile Bodies

Sign Up for Service Alerts

Stay in the know about your service—sign up for email and/or text alerts so we can notify you in the event of inclement weather, holidays or other factors that might interrupt your service.

Sign up at:

MeridianWaste.com/Service-Alert-Signup

RECYCLING CART

Single-family residents can recycle accepted materials curbside using their yellow-lid recycling carts. Please note: materials must be clean, dry and free of residue before being placed in the cart. Because soiled items introduce contaminants, they are typically rejected during processing.

Also, just because an item might contain a recyclable material does not mean it can be accepted for recycling. When in doubt, throw it out!



ACCEPTED FOR RECYCLING

Plastics (Label #s 1, 2, 3, 5 and 7): Food and beverage containers, cleaning solution bottles,

Corrugated Cardboard: Flattened; pieces no larger than 2 ft x 3 ft

Metal: Steel food trays, aluminum cans, aluminum baking pans

Cartons: Juice boxes, milk and soup cartons

Mixed Paper: Newspapers, magazines, office & school paper, phonebooks and paperbacks, paper bags, fiberboard boxes

NOT ACCEPTED FOR RECYCLING

Including (but not limited to): #4 plastics, #6 plastics, food waste, yard waste, scrap metal, soiled foil or trays, heavily soiled or greasy food containers, ceramics, mirrors, window glass, hard books, tissues, toilet paper or paper towels, plastic bags of any kind, aerosol cans, weapons, batteries, fireworks or flares, needles, cables or wires, rubber, disposable utensils or wet cardboard or paper.

IMPORTANT: GLASS items of any kind are **NOT ACCEPTABLE** for recycling. Please place in your garbage cart.

We're Here to Help!

Contact us anytime with questions or concerns, and to let us know if your cart has been lost or damaged.

Local Guidelines: MeridianWaste.com/Callahan

Email: CustomerCareNassauCoFL@MeridianWaste.com

Phone: (904) 849-5122





Town of Callahan



Recycling Schedule

Curbside recycling for Callahan is picked up **every other week**. While sorting, please use the list of accepted/not accepted recyclable items found at: MeridianWaste.com/Callahan.

HOLIDAY SCHEDULE: When a holiday occurs on or before your scheduled collection day, services will be delayed one day for the remainder of the week. We observe: New Years Day, Thanksgiving Day and Christmas Day.



JANUARY

S	M	T	W	T	F	S
				2	3	4
5	6	7	8		10	11
12	13	14	15	16	17	18
19	20	21	22		24	25
26	27	28	29	30	31	

FEBRUARY

S	M	T	W	T	F	S
						1
2	3	4	5		7	8
9	10	11	12	13	14	15
16	17	18	19		21	22
23	24	25	26	27	28	

MARCH

S	M	T	W	T	F	S
						1
2	3	4	5		7	8
9	10	11	12	13	14	15
16	17	18	19		21	22
23	24	25	26	27	28	29
30	31					

APRIL

S	M	T	W	T	F	S
			1	2		4
6	7	8	9	10	11	12
13	14	15	16		18	19
20	21	22	23	24	25	26
27	28	29	30			

MAY

S	M	T	W	T	F	S
					2	3
4	5	6	7	8	9	10
11	12	13	14		16	17
18	19	20	21	22	23	24
25	26	27	28		30	31

JUNE

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11		13	14
15	16	17	18	19	20	21
22	23	24	25		27	28
29	30					

JULY

S	M	T	W	T	F	S
			1	2	3	4
6	7	8	9		11	12
13	14	15	16	17	18	19
20	21	22	23		25	26
27	28	29	30	31		

AUGUST

S	M	T	W	T	F	S
					1	2
3	4	5	6		8	9
10	11	12	13	14	15	16
17	18	19	20		22	23
24	25	26	27	28	29	30
31						

SEPTEMBER

S	M	T	W	T	F	S
			1	2	3	
7	8	9	10	11	12	13
14	15	16	17		19	20
21	22	23	24	25	26	27
28	29	30				

OCTOBER

S	M	T	W	T	F	S
				1		3
5	6	7	8	9	10	11
12	13	14	15		17	18
19	20	21	22	23	24	25
26	27	28	29		31	

NOVEMBER

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12		14	15
16	17	18	19	20	21	22
23	24	25	26		29	
30						

DECEMBER

S	M	T	W	T	F	S
			1	2	3	4
7	8	9	10		12	13
14	15	16	17	18	19	20
21	22	23	24		27	
28	29	30	31			

Questions? Contact us at (904) 849-5122
or CustomerCareNassauCoFL@MeridianWaste.com

MeridianWaste.com/Callahan

E-BILLING

IF YOU ARE INTERESTED IN RECEIVING YOUR MONTHLY BILL THROUGH E-MAIL, PLEASE FILL OUT THE SHEET BELOW AND RETURN IT TO THE TOWN OF CALLAHAN.

TO VIEW YOUR BILL, YOU MUST FIRST REGISTER YOUR ACCOUNT AT [HTTPS://WWW.UTILITYBILLINGSYSTEM.NET](https://www.utilitybillingsystem.net) AND FOLLOW THE LINK FOR CONSUMER REGISTRATION. YOU WILL NEED YOUR ACCOUNT NUMBER, NAME AS IT APPEARS ON THE BILL, AND A VALID EMAIL ADDRESS. IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT OUR OFFICE AT (904)879-3801.

NAME: _____

ADDRESS: _____

E:MAIL ADDRESS: _____

DATE: _____ ACCOUNT NUMBER: _____

ACH DEBIT AUTHORIZATION AGREEMENT

AUTHORIZATION AGREEMENT FOR PRE-ARRANGED PAYMENTS (ACH DEBITS)

COMPANY NAME: TOWN OF CALLAHAN

COMPANY ID # 596002273

I (we) hereby authorize Town of Callahan, hereinafter called COMPANY, to initiate debit entries in the amount of my monthly charges due, to my (our) checking or savings account indicated below and the depository name below, hereinafter called DEPOSITORY, to debit the same to such account.

BANK NAME (DEPOSITORY) BRANCH

ROUTING NUMBER

CITY

STATE

ZIP

BANK ACCOUNT NUMBER

ACCOUNT TYPE (CHOOSE ONE)

☐ CHECKING

☐ SAVINGS

DATE WITHDRAWAL TO BEGIN:

☐ VARIABLE AMOUNT

This authority is to remain in full force and effective until COMPANY and DEPOSITORY has received written notification from me (or either of us) of its termination 10 days prior to the next scheduled debit transaction. I (or either of us) has the right to stop payment of a debit entry by notification to DEPOSITORY 10 days prior to the next scheduled debit transaction. After account has been charged, I have the right to have the amount of an erroneous debit immediately credited to my account by DEPOSITORY, provided I (we) send written notice of such debit entry in error to DEPOSITORY within 15 days following issuance of the account statement or 45 days after posting, whichever occurs first.

NAME (PLEASE PRINT)

NAME (PLEASE PRINT)

ADDRESS

ADDRESS

SOCIAL SECURITY #

SOCIAL SECURITY #

DATE

SIGNATURE

DATE

SIGNATURE

CANCELLATION ACKNOWLEDGEMENT (FOR TERMINATING PRE-ARRANGED PAYMENTS (ACH))

I, _____ hereby give notice of ACH debit termination. I give authorization for _____ (month), _____ (year) to be the date of the last ACH debit from the bank account I provided above.

DATE

SIGNATURE

DATE

SIGNATURE

Cancellation MUST be received 10 days prior to scheduled debit transaction listed above.

TOWN OF CALLAHAN, FLORIDA
RESOLUTION NO. 2008-R2 *clw*

A RESOLUTION OF THE TOWN COUNCIL OF THE TOWN OF CALLAHAN,
FLORIDA TO ADOPT A POLICY FOR THE COLLECTION AND USE OF SOCIAL
SECURITY NUMBERS AND INFORMING PERSONS OF THE COLLECTION AND
USE OF THEIR SOCIAL SECURITY NUMBER; AND PROVIDING FOR AN
EFFECTIVE DATE

WHEREAS, Fla. Stat. § 119.071(5) requires the Town of Callahan to collect individuals' social security numbers only when authorized by law to do so or when doing so is imperative for the performance of the Town's duties and responsibilities;

WHEREAS, Fla. Stat. § 119.071(5) requires the Town of Callahan to provide individuals from whom social security numbers are collected with a written statement that informs the individual of the purpose for the collection;

NOW THEREFORE, BE IT RESOLVED BY THE TOWN COUNCIL OF THE TOWN OF CALLAHAN, FLORIDA:

Section 1. The Town of Callahan will not collect social security numbers from individuals unless doing so is authorized by law or is imperative for the performance of the Town's duties and responsibilities;

Section 2. From the effective date of this Resolution forward, all individuals from whom the Town of Callahan collects social security numbers shall be furnished with a written statement in substantially the following form:

The Town of Callahan collects your social security number for the following purposes: classification of accounts; identification and verification; credit worthiness; billing and payments; data collection, reconciliation, tracking, benefit processing, tax reporting, use as a unique numeric identifier, and it may be used for search purposes.

Section 3. This Resolution will become effective upon adoption.

INTRODUCED, PASSED, AND ADOPTED THIS 22nd DAY OF JANUARY,
2008.

**TOWN OF CALLAHAN, FLORIDA
RESOLUTION NO. 2023-R03**

**A RESOLUTION OF THE TOWN COUNCIL OF THE TOWN OF CALLAHAN, FLORIDA PERTAINING TO
RETURNED CHECKS OR DISPUTED CREDIT CARD PAYMENTS FOR THE WATER AND SEWER
ACCOUNTS.**

WHEREAS the Town Council may by resolution authorize a limit of checks returned or disputed credit card payments for customers paying for utility services and;

WHEREAS the Town Council proposes a limit of one check returned for insufficient funds and/or disputed credit card payments per account and;

WHEREAS the Town Council makes a specific finding that by this resolution, will no longer permit account holders to pay by check if they have had a check returned due to insufficient funds or pay by credit card if the charges were disputed;

NOW THEREFORE BE IT RESOLVED BY THE TOWN COUNCIL OF THE TOWN OF CALLAHAN, FLORIDA:

SECTION 1. This Resolution will become effective upon adoption and provide that the Town will no longer permit an account holder to pay by check if he or she has had a check returned due to insufficient funds or pay by credit card if the charges were previously (wrongfully) disputed.

INTRODUCED, PASSED, AND ADOPTED THIS 6TH DAY OF MARCH 2023.

TOWN OF CALLAHAN, FLORIDA


John Kenneth Bass, Town Council President

ATTEST:


Shawna Gugliuzza, Town Clerk

APPROVED:


Randy Knagge, Mayor