

# RESIDENTIAL OUT OF TOWN

Attached is an application packet to set up a new water/sewer 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 \$44.68. If you go over the 3,000 gallons, you will be charged \$5.38 per 1,000 gallons of water and \$6.33 per 1,000 gallons of sewer.

**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 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**ACH Agreement** - OPTIONAL - Please complete this form if you would like to have your bill payment be withdrawn from your checking/savings account on the 15<sup>th</sup> of every month automatically. (Only exception is if the 15<sup>th</sup> falls on a weekend or holiday, the payment will be withdrawn on the prior business day.)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 15<sup>th</sup> of every month. On the 16<sup>th</sup>, 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- OUT OF TOWN)**  
**OPEN ACCOUNT FORM**

NEW Customer

CHANGE Customer Address

CHANGE Customer Name

DATE: \_\_\_\_/\_\_\_\_/\_\_\_\_

DATE TO BEGIN SERVICE: \_\_\_\_/\_\_\_\_/\_\_\_\_

TYPE OF SERVICE: WATER/SEWER \_\_\_\_\_

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: 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.

**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”. 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 15<sup>th</sup> 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 15<sup>th</sup>.** If account is not paid prior to 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 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: \_\_\_\_\_



Chartered 1911

# TOWN OF CALLAHAN

Post Office Box 5016 • Callahan, Florida 32011

## USAGE RATES FOR RESIDENTIAL CUSTOMERS OUTSIDE THE TOWN'S CORPORATE LIMITS

### WATER:

**0 to 3,000 Gallons**

Usage over & above **3,000 Gallons** in a month

### RATE:

**\$21.81** per month (minimum usage)

**\$ 5.38** per **1,000 Gallons**

### SEWER:

**0 to 3,000 Gallons**

Usage over & above **3,000 Gallons** in a month

### RATE:

**\$22.87** per month (minimum usage)

**\$ 6.33** per **1,000 Gallons**

\*\*\* The water meters are read on a monthly basis 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 **15<sup>th</sup>** 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 **\$44.68**

\*\*\* Should receive 1<sup>st</sup> bill by the first week of \_\_\_\_\_.

Telephone: 904-879-3801 ext. 201 • Fax: 904-879-6151 • E-Mail: [water@townofcallahan-fl.gov](mailto:water@townofcallahan-fl.gov)

Website: [www.townofcallahan-fl.gov](http://www.townofcallahan-fl.gov)

Revised 10/01/2025

# 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.

Reviewed: 10/01/2023

# 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: \_\_\_\_\_

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;

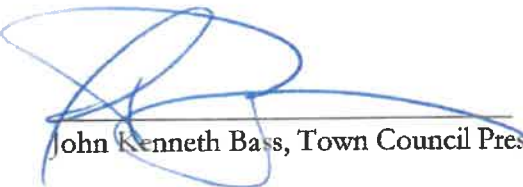
WHEREAS the Town Council makes a specific finding that by this resolution, will no longer permit account holders to pay by check if they have had a check returned due to insufficient funds or pay by credit card if the charges were disputed;

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 6<sup>TH</sup> DAY OF MARCH 2023.


TOWN OF CALLAHAN, FLORIDA

  
John Kenneth Bass, Town Council President

ATTEST:

  
Shawna Gugliuzza, Town Clerk

APPROVED:

  
Randy Knagge, Mayor