WAKULLA
COUNTY

Wakulla County Revenue Collections
Sewer Billing Department

340 Trice Lane, Crawfordville, FL 32327
P.O. Box 340 Crawfordville, FL 32326
850-745-6509 (office)
Office Hours: Monday - Friday 8:00 to 5:00

The following information will help you make the most of our services. If you have any questions, please contact us.

Sewer Bills: Sewer bills are based on your (Talquin) water usage.

Important notes about your sewer bills:

- The current residential sewer rate is $40.02 for the first 2000 gallons plus $6.01 for each additional 1000 gallons, which is adjusted yearly based on the Utility CPI.
- There is a one time non-refundable new account set up fee of $25.00.
- There is a $110.00 deposit for all residential accounts, $370.00 for commercial.
- Bills are mailed the first week of each month and are always due on the 20th.
- A $5 late fee is accessed after the 20th.
- Accounts 30 days past due will have water disconnected.
- If your water is disconnected for non-payment, the entire account balance and a $50 reconnect fee must be paid before water is reconnected. Only credit cards and money orders accepted for disconnected accts.

Winter Month's Average: In order to most accurately bill for sewer usage, Wakulla County takes the average of your winter months (December, January and February) and bills you on that average for the rest of the year.

Important notes about your winter month's average:

- These are the months that most people use the least amount of water.
- Try to conserve water during these months by reducing your water usage!
- We do not know the dates that Talquin reads your water – for some it is the 15th of the month. Please take this into consideration when cutting back on your water usage.
- The first month of the winter month's average bill will come on your April bill since meter readings are for the previous month.
- For new customers without a winter month's average – you will be billed on your actual usage until the following April. There is a cap in place so your bill will not exceed 150% of the average customer's bill. The 2024 cap is $80.86. It is recalculated yearly.

Payment Options:

- Online credit card payments: at *www.mywakulla.com* (see attached instructions)
- Mail check to: Wakulla County Revenue Collections
PO Box 340
Crawfordville, FL 32326
- Visit our location at: Revenue Collection's Office
340 Trice Lane
Crawfordville, FL 32327
- Secure Drive Thru Drop Box: Located on the North side of Revenue Collections office (no envelope necessary – please include your account number and/or your service address)

(Revised 04.2.2024)

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ONLINE PAYMENTS AVAILABLE

You can view your account balance online AND make online payments.

HOW TO MAKE AN ONLINE PAYMENT.

- Go to: **http://www.mywakulla.com**
  - On the menu bar to the far right click **"I want to?"**
  - On the dropdown menu choose **"Pay my County Sewer Bill."**

First Time Customers:

Will need to setup an account by going to the Enable Portal Access

You will need an Email, your Account Number, and choose a password, then accept the Terms of Service by clicking, CONTINUE.

Returning Customers:

- Enter Account Number
- Enter Password
- Sign -In
- Make Credit Card Payment.
- Enter all the information and click on Pay

A receipt will be emailed to you at the address you provided on your customer portal.

PLEASE NOTE: Online payments have a **(service charge of 2.9% +.30)** and are not automatically processed. It may take up to 72 hours for the payment to be charged to your Debit/Credit Card. If an error occurs when your payment is processed, we will let you know by email.

WAKULLA COUNTY REVENUE COLLECTIONS
SEWER APPLICATION

TODAY'S DATE: _____ **EFFECTIVE DATE (move -in):** _____

PAPERLESS BILLING CHECK ONE: **YES:** ☐ **NO:** ☐

Customer Name (should match Talquin acct): _____

Service Address: _____ **Crawfordville, FL 32327**

Billing Address (if Different): _____

Phone Number and Email: _____

Approved on Account: _____

Alternate Contact Name and Phone #: _____

PLEASE READ BELOW AND SIGN:

Talquin Water Meter Reading Release:

I hereby authorize Talquin Electric to release my water meter reading to Wakulla County showing water usage at the property served by Wakulla County sanitary sewer. The metered usage will be provided to Wakulla County for the purpose of billing for sewer based on the actual water consumed.

Sewer Service Agreement:

I understand there a a one-time, non-refundable set-up fee of $25 and that I will receive a sewer bill the first week of each month. The bill is due by the 20th of the month. A late fee will be assessed after the 20th. I also understand that if my bill is still past due on the third Monday of the following month, that my water and wastewater services will be subject to disconnect. If my utility services are disconnected for non-payment, the entire account balance and a reconnect fee must be paid before services will be restored.

Water Turn-On Release:

I understand the standard practice is to not turn on water service unless I am at the Premises at the time of turn-on. I understand this policy can avoid such damages as those caused when faucets, valves, or other uses of water in a premises are left on or faulty and the water runs while not properly supervised. For my convenience I hereby request and authorize Wakulla County to turn on water or reconnect services even if there is no one at the Premises. I understand that I should turn off all faucets and valves, and confirm the proper operating condition of same, or turn off the main shut-off valve, and take other precautions necessary to avoid water damage when the water is turned on when no one is at the Premises. In consideration of having Wakulla County turn on water service to the Premises when I am not present at the Premises, which is for my convenience, I hereby waive any claims of liability and release Wakulla County, its officers, employees and agents from any and all claims arising from or related to the turning on of water service to the Premises when I am not at the Premises or when no one is at the Premises.

I provide the above releases and the indemnity on the date written below.

Signature: _____ **Date:** _____

Circle one: **Owner** **Renter** **Commercial**

OFFICE USE ONLY	
ACCOUNT NUMBER:	
METER NUMBER:	
DEPOSIT AMOUNT:	
PAYMENT METH	**Check or MO #** **MFC CC Date**