St. Lucie West Services District

PAY YOUR BILLS ONLINE



STEP 3

The Utility Online Billing Website allows customers to pay bills, update personal and payment information, see account history and choose paperless e-bills.

Follow the website menu options located on the left menu bar (in green) to help you navigate our site. NOTE: Mobile Users must expand the menu using the three line icon.

Password Criteria: A minimum of 6 digits. Include at least 1 Uppercase, 1 lowercase and numbers.
Registration Email is sent to you during the registration process from SLWSD Customer Service.
Current Bill Date will be needed for new users. (Example: Use 091516 on or after Sept. 15, 2016 or use 101416 on or after Oct. 14, 2016) Contact Customer Service for the Current Bill Date at (772) 340-0220.
Online Options:

- 1) Click **"One Time Payment"** to quickly pay your bill without logging in.
 - a. The account number is needed for this option.
- 2) Click "**Create New User**" if this is the first time using the full site. You must register for a Login ID before full access is granted. Complete the registration process by answering all the questions.
 - a. Enter your email address, personal information and security questions. (write down your answers for future usage). Click Create New User.
 - b. A confirmation email is sent to you containing a link to enable your user account. Click on the link to log in using your email and password.
 - c. Click on Select Account > Click Add Account > See two boxes. Add Account number (Customer ID in the first box and Location ID in the next box)
 - d. Enter the "Bill Date" (see above example: 091516). Click Submit.
 - e. A message will say the account is added successfully! Go back to the Menu on the left bar and click on "Select Account" > Click on the "Account Number" to pay bill > Click "Pay Now" and follow payment instructions to complete transaction. Verify credit card number or bank & routing number before submitting payment to avoid return payment fees.
- 3) Click "Login" using your email if you have previously used the full site.
- 4) Click **"Contact us"** to receive emails with your billing information instead of waiting for a bill to be mailed or you can select "Manage E-billing" > "Receive E-bill statements" and then click on "Submit".

To Avoid Penalty charges pay your bill on the Utility Billing website before the due date by 4:00p.m. Your payment will post to your account by the next business day. You may select other payment options at <u>www.slwsd.org</u> "Automatic Bank Drafts" to ensure your payment is always received on time.