



## Newsletter Volume 4 May 2011

### To Our Valued Customers,

This newsletter is sent to you as an update on District projects and accomplishments throughout this fiscal year.

**The District Board & staff are committed to provide quality service!**

**Rates:** There was no utility rate increase for fiscal year 2011 and the proposed budget reflects no rate increase for fiscal year 2012.

***The Special assessment rate has remained the same since FY2008-2009 at \$106 per Equivalent Residential Unit "ERU".***

### **Billing:**

***What is Bank draft?*** Bank draft is an automatic draft option to pay your water bill directly from bank to bank.

#### **Advantages are:**

- No need to worry about payments arriving to the District on time.
- No penalties
- No interruption of service
- It happens every month on the due date
- It's safe and it's free!

To sign up for this bank draft option, please complete the form and submit to our office with a voided check. You may find the "Automatic Bank Payment Authorization Form" online at [www.slwsd.org](http://www.slwsd.org) (customer service, payment options) or contact our office for details at (772) 340-0220.

### **Retention Ponds (Lakes):**

No fishing with the exception of Lake Charles. Fishing is not allowed in District owned retention ponds. Fish are stocked within the ponds for purposes of biological control of midge flies and other pests.

### **Plantings:**

No plants are allowed around the lake banks of St. Lucie West or near the Natural Preserves.

### **Irrigation: Please Help to Conserve Water, It's Everyone's Responsibility!**

Please adhere to the schedule for irrigation times. Your specific time is located on the sticker that is attached to your time clock.

**Reminder:** First time offenders are issued a written warning, second time offenders are issued a \$50.00 penalty and every time thereafter offenders will be issued a \$100.00 penalty.

The St. Lucie West Services District operates a community wide irrigation system. The irrigation water system utilizes a combination of reclaimed wastewater, water drawn from the lakes and surficial wells located within the District.

The South Florida Water Management District regulates by permit the amount of water available. The basis for their allowable use is the amount of water required to have a healthy developing growth, which is well researched and supported.

With the recent rainfalls that the local area has received, beginning May 1<sup>st</sup> 2011 the District has increased the irrigation watering schedule from one day a week to two days a week.

Please do not adjust your time clock unless it is not set according to the sticker on the inside of your irrigation time clock box.

### **Storm Water:**

The District is awaiting final approval from FEMA to enter into the Phase II construction phase of the Hazardous Mitigation Grant Program. The project has been under the Tribal Review process since February and FEMA will not issue the notice to proceed until the Tribal Review has completed their process.

### **Water and Wastewater Treatment Plant Capital Improvement Projects Completed:**

- Completed Phase III of the Wastewater Treatment Plant Upgrade of the Districts' SCADA (System Control and Data Acquisition) system which provides additional automation and remote monitoring.
- Wastewater Treatment Plant safety handrail project started in February.
- Wastewater Treatment Plant tank sealing and painting project completed in April.
- Water Treatment Plant high service pump expansion plans due in September.
- Planning for an additional Water Treatment Plant reverse osmosis treatment unit.
- Rehabilitation of lift stations as part of an ongoing rehabilitation program.

**Be safe and plan ahead for Hurricane Season!**