



Newsletter Volume 5 • September, 2012

To Our Valued Customers,

This newsletter is sent to you as an update on St. Lucie West Services District "District" projects and accomplishments throughout this fiscal year.

The District Board of Supervisor's and Staff are committed to providing quality service!

Rates: There has not been a utility rate increase since fiscal year 2009 and the approved final budget for fiscal year 2013 also reflects no increase.

Non Ad Valorem Special Assessment: The special assessment rate has remained the same since fiscal year 2009 at \$106 per Equivalent Residential Unit "ERU". The approved final budget for fiscal year 2013 reflects an increase of \$5.00 per ERU. The increase was due to the additional maintenance responsibilities of the street to lake drainage systems, which were the responsibility of the individual Associations. The special assessment rate reflected on your Non Ad Valorem tax roll in November will be \$111.00 per ERU instead of the proposed \$113.00 per ERU. The other two Non Ad Valorem Assessments will remain the same the Water Management Bond will remain at \$210.00 per ERU and the Cascades Improvement Bond will remain at \$180.00 per ERU.

Billing System:

As of July 23, 2012 we installed a new billing system. Per customer requests, we have enhanced the format of our statements, late notices and final bills.

*******GREAT NEWS*******

Soon we will be offering ONLINE PAYMENT capabilities. Customers will be able to visit the District website and utilize a link to pay bills online at www.slwsd.org. The customer will enter a secure website and be asked to enter their new account number and create a pin to access their account information and pay their utility bills online at no additional charge.

Advantages to customers are:

- Ability to pay utility bills online via credit card, debit, or bank to bank
- Ability to view account information, consumption, and payment history
- Ability to change mailing address and phone number on customer account
- Customers will have the capability to pay their utility bill at the District office via credit card

Utility System:

Please notify your landscape contractor to use caution around sewer cleanout plugs and meter boxes as we have experienced an increase in damages to District property.

Be safe and plan ahead as Hurricane Season is upon us! For valuable information, please visit the City of Port St. Lucie's website at <http://www.cityofpsl.com/emergencymanagement/index.html> or pickup a Hurricane Preparedness Brochure at the District Office