



Newsletter Volume 6 • August, 2013

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 Supervisors and Staff are committed to providing quality service!

Rates: There has not been a utility rate increase since fiscal year 2009 and the proposed budget for fiscal year 2014 also reflects no increase.

Non Ad Valorem Special Assessment: The special assessment rate will remain the same for fiscal year 2014 at \$111 per Equivalent Residential Unit “ERU”. Due to an error in last year’s assessments there will be a \$2.00 per ERU credit. The other Non Ad Valorem Assessment for the Water Management Bond will decrease from \$210.00 per ERU to \$185.00 per ERU due to the refunding of the bond. The bond will mature in 2025. The Cascades Improvement Bond will remain at \$180.00 per ERU through 2018.

Billing System:

You may pay your utility bills through the District’s Online Payment system to expedite processing. If you pay through your bank’s online system, the bank still needs to mail us a check via the U.S. postal service. If you opt to continue to pay with your bank’s online system please allow ample time for mailing and give the bank your new utility account number to ensure that your payments are applied to the appropriate accounts.

All you have to do is go to the District’s website www.slwsd.org, then click on the online payment link, enter your account number and create a pin to access and validate the account information. If you are a first time user, you will need to activate the online account by entering your email address (this is for security purposes). Then go back and sign on to your account to pay your utility bills. No additional fee is charged to use this feature.

Advantages to customers are:

- Ability to pay utility bills online via credit card, debit, or bank to bank
- Payment will be in “pending status” until the next District’s business day and then posted as “PAID” onto your account.
- Ability to view account information, consumption, and payment history
- Ability to change mailing address and phone number on customer account

Please update your phone number by calling (772) 340-0220 or by signing onto the online system to update information directly onto your account. During emergencies or as needed the District staff will utilize a Message 911 Call System to communicate with customers.

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 .