



St. Lucie West Services District
Newsletter Volume 9 ♦ October 2016

The District Board of Supervisors and Staff are committed to providing quality service!

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.

Rates: There has not been a utility rate increase since fiscal year (FY) 2010. The proposed budget for FY 2017 does not reflect a rate increase.

Non Ad Valorem Special Assessment: All the Non Ad-Valorem Special Assessments remain the same. The Special Maintenance Assessment rate per Equivalent Residential Unit (ERU) for FY 2017 is \$111.00. The other Non Ad-Valorem Assessment for the Water Management Bond is \$186.00 per ERU and the Cascades Improvement Bond is \$180.00 per ERU.

Details of current projects can be viewed on the home page of www.slwsd.org within the Articles of Interest.

Lake Harvey Project: This project is due to be bid out in FY 2017.

4E - 5 Stormwater Canal Project: This project will be completed by November 2016.

BILLING & CUSTOMER SERVICE DEPARTMENT

E-Bills

Receive E-billing instead of paper bills by contacting a Customer Service Representative via email to customerservice@slwsd.org or by completing the Go Green form located at: www.slwsd.org

Pay your utilities bill on our Utility Billing website

Go to www.slwsd.org and click on the Utility Billing logo and select one of the following:

- (1) "ONE-TIME PAYMENT" Anyone can use this option for quick payment.
 - a. Enter your Account Number to pay your bill.

customer id

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location id
 - b. See the left menu bar in green. **Note:** If you use a cell phone click on the 3 bars to view the menu bar.
- (2) To see your account history you must log in with a user id (your email address) and password. First time user must register. To register go to www.slwsd.org click on the “Payments” tab and click on the “Pay Your Bill Now/Register” to access the instructions and utility billing website.

Other Payment Options

- (1) *Automatic Bank Drafts.* Sign up by completing a form and submitting a voided check. The form is located on www.slwsd.org, click on the customer service tab and payment options to access the form. Complete and mail or email or fax your request to the information provided below.
- (2) *Credit Cards & E-Checks (Visa, MasterCard, Discover).* Pay online by using SLWSD Utility Billing website or pay in the office at the address below.
- (3) *Check or Money order.* Mail or drop off payment in one of our onsite “Payment Drop Off” boxes.
- (4) *Personal online banking system.* If you choose to pay through your personal banking system please allow enough time for your bank to mail us a paper check prior to the due date as we do not accept electronic payment at this time.

Payments received after 4:00pm on the due date will be considered late and automatically be assessed a 10% penalty.

Hurricane Season: Be safe and plan ahead. For valuable information, please visit the City of Port St. Lucie’s website at <http://www.cityofpsl.com/emergency-management/pdf/hurricane-quick-guide.pdf> .