

## St. Lucie West Services District

### PAY YOUR BILLS ONLINE

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

**Go to:** [www.slwsd.org](http://www.slwsd.org) Click on the "PAYMENT" tab and you will be directed to our utility billing website. Follow menu options on the left **green** menu bar to help you navigate the payment site.

NOTE: Mobile Users must expand the menu using the three line icon.

#### **One Time Payment (no log in necessary)**

**To pay quickly** select the "One Time Payment" option. Type your utility account number in the separate boxes provided :  -

Select payment method and follow prompts until you get a payment confirmation.

#### **First Time User (If you want to log in you must register)**

To Register do the following:

- a. 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.
- b. Enter your email address, password and personal information and security questions. (Write down your answers for future usage).  
**Password Criteria:** A minimum of 6 digits. Include at least 1 Uppercase, 1 lowercase and numbers.
- c. A confirmation email will be sent to you containing a link to enable your user account. Click on the link to log in using your email and password.
- d. Click on **Select Account** > Click **Add Account** > See two boxes.
  - Type Account # Customer ID in the first box and Location ID in the next box.

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. **Important! Verify credit card number or bank & routing number before submitting payment to avoid return payment fees.**

#### **Login (registered users only)**

- a. Click "**Log in**" using your email.
  - b. 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".