



WELCOME TO ST. LUCIE WEST SERVICES DISTRICT

"CONSERVING OUR RESOURCES"

OFFICE LOCATION

450 SW UTILITY DRIVE
PORT ST. LUCIE, FL 34986
TEL: (772)340-0220 FAX: (772)871-5771
www.slwsd.org

St. Lucie West Services District “SLWSD”

The District is a legal entity and public body created pursuant to Chapter 190, Florida Statutes organized as a Community Development District within the boundaries of the City of Port St. Lucie.

The District serves approximately 7,000 locations with a population of about 20,000.

The following are services the SLWSD supplies to the residents within St. Lucie West

SLWSD has staff on-call (24 hours a day / 7 days a week / 365 days per year).

SLWSD provides a free service visit, if needed, for any utility related issues.

Water and Wastewater

The Water Treatment Plant's Reverse Osmosis System removes virtually all water impurities and will treat up to 3.4 million gallons of water per day. **Important Notice:** SLWSD tests the drinking water in accordance with FDEP requirements. Independent companies may send out mailing stating the water may not be safe to drink. Unless the mailing includes SLWSD, please ignore these mailings. If questions arise about these mailings, call (772) 340-0220.

The Wastewater Treatment Plant is a conventional activated sludge facility which treats up to 2.0 mgd. Contact Stabilization is the primary treatment of the wastewater, 100% of effluent is used for irrigation reuse.

Irrigation

The irrigation water comes from the retention ponds which are made of 70% storm water and 30% reclaimed water. The irrigation service is not metered and we charge according to property type. The residential irrigation water base facility charges are classified as single family or multifamily. The commercial charges are by acre or per common area irrigated. Each location must abide by the assigned irrigation schedule or will be subject to warnings and/or penalties.

Residential: The irrigation schedule is on your timer. It is the responsibility of each homeowner to insure that time clocks are set and maintained properly. Equipment failure will not be viewed as an excuse for watering outside of designated times. Multi- zoned systems of 2 zones or less will be allowed to run for 15 minutes for each zones. Customers with 3 or more zones should call the District office at 340-0220 to request your system be evaluated.

Maintenance of systems: All customers and contractors have 10 minutes per zone to perform appropriate maintenance one time per week. During maintenance or repairs there must be someone outside in attendance while the system is being worked on. If your system is left on and no individual is present you will receive a warning or a penalty. When repairs are the customers responsibility, the customer must contact their HOA and/or irrigation “IQ” company. HOA/IQ company shall contact the District's office with the specific information and must contact the District when IQ is fixed for the District to turn back on the irrigation valves. When repairs are part of an agreement with the District, the District is responsible for the repairs and will make the IQ system operational as soon as possible.

Retention Ponds (aka Lakes)

- With exception of Lakes Charles, fishing and boating are not allowed in District owned retention ponds. Fish are stocked by the District within the ponds for purposes of biological control of midge flies and other pests.
- The District has an Aquatic Team that maintains the retention ponds by spraying and removing invasive exotic plants such as water hyacinth, hydrilla and torpedo grass. The yearly “lakes” schedule is on our website www.slwsd.org under Resources\SLWSD News or you may contact the Aquatic Manager at (772) 340-0220 ext.109.

Preserves

- The District is responsible for the maintenance of the preserves and the removal of invasive exotic plants. The Exotic Plant Removal Team continually work throughout St. Lucie West to try and maintain invasive plants under control. If questions you may contact the Assistant Public Works Superintendent at (772) 340-0220 ext. 126.

Stormwater

- The St. Lucie West Storm Water System currently has 128 storm water retention pond's totaling 650 surface acres of water. Within the 7 major drainage basins there are 25 smaller basins. The 25 individual basins range in size from 19 acres to 1,000 acres.
- Currently the District discharges water into the City of Port St. Lucie conveyance canals . By permit with So Florida Water Management District and the City of Port St. Lucie, the St Lucie West Services District can only lower the external gates to one foot below control depending on the amount of rain expected and the downstream elevations in City's system. All gates are required to be closed when the one foot below control has been achieved.

If questions you may contact the Public Works Superintendent at (772) 340-0220 ext. 114.

Billing Information

Deposits

Every account requires a deposit based on the meter size and/or service for each location. The deposit is neither negotiable nor transferable. There is a 24 hour wait or next business day to unlock your meter. The deposit is held for a minimum of two years (24 months) and is refunded if the customer has paid for one full year with no penalties, lock offs, nor returned payments. The deposits are placed in an interest bearing account with all interest to be reinvested in the operation and maintenance costs of the water and sewer system, in order to offset costs of providing service.

Payments / Due Dates

Statements are mailed monthly around the 15th of each month and are due upon rendered according to Section 10 of SLWSD Chapter III Rules. Payments shall be due by 4:00pm on the date that is twenty (20) calendar days from the Bill Date each month even if someone lives at the location or not, (see service rates sheet). For your convenience we have a 24 hour drop box located outside our office gate.

Payments received after 3:30 p.m. will be processed the next business day except on the due date payments will be processed at 4:00pm to avoid a penalty. Office staff picks up payments/mail a few times each day except for weekends and SLWSD holidays. (see www.slwsd.org for holiday schedule)

You may choose one of the following payment methods: **(Go Green and sign up for e-bills)**

- **Checks**, money orders, or cashier's check (No Cash)
- **Bank drafts:** Each month, payments from bank drafts are automatically debited 20 days after the statement date. For bank draft option, please complete and sign the Automatic Bank Payment Form and submit with a voided check (see attached form).
- **Credit cards or Debit cards.** In the office (Visa, MasterCard and Discover)
- **Online Payments,** Go to www.slwsd.org and pay your utilities bill with a credit card or e-check using SLWSD utilities payment system. Payment is posted to your account the next business day. **Important Notice:** Online site **DOXO.com** is **NOT** affiliated with us and payments may not arrive before the due date. **Use:** www.slwsd.org to pay your Utilities bill.
- **Electronic Payments,** These payments are submitted electronically by the customers' bank to SLWSD and will be downloaded and processed the next business day (keep in mind schedules may vary from bank to bank).

Penalties

All accounts are subject to a 10% penalty and/or discontinuation of service on all past due balances. Failure to receive your bill does not waive penalty. The owner of property is responsible for all debts incurred and not paid to the District. Unpaid bills may become a lien against property. Payments and penalties not paid will result in disconnection of service. Re-connection of service will result in a \$25.00 service fee (during regular business hours) or \$50.00 after hours, weekends and holidays.

Returned Payments (NSF)

When a payment is returned by the District's bank or online services for any uncollected reason it is classified as a returned payment/NSF by the District office. The returned payment fee is \$25.00 per occurrence. Should a customer's service account have three (3) NSF's within Twelve (12) consecutive calendar months the District shall only accept payment in the form of a money order or credit card. When an NSF occurs the customer will be notified by the District. A letter and a door hanger are delivered and the customer must contact the District within 7 days. The payment must be submitted to the District to prevent interruption of service and additional service fees. Non receipt of the letter or door hanger does not exempt customers from any or all of the preceding. If customer would like to pay with a check again, the customer may ask for the account to be reviewed after 12 months of good standing.

SERVICE RATES

The current rate schedule is charged according to the St. Lucie West Services District Tariff in addition to any potable water and sewer usage.

The monthly base rate is a *fixed* “ready to serve” charge occupied or vacant and it ensures the ongoing operational cost to operate the water & wastewater treatment plant, irrigation pumps, and main lines up to the point of entry of each subdivision.

The rate fees and charges to be paid for water, sewer, and irrigation services shall be as follow:

Monthly Residential Charge

<i>Meter Size:</i>	<u>Single Family</u> 5/8 x 3/4	<u>Multi-Family</u> 5/8 x 3/4
Water Base Rate Charge:	\$15.42	\$15.42
Sewer Base Rate Charge:	\$19.29	\$19.29
Irrigation Base Rate Charge:	\$18.45	\$12.92
Total Base Rate Charge		
With Zero Usage:	\$53.16	\$47.63
	<u>Water Usage</u>	<u>Sewer Usage</u>
Charge per 1,000 gallons	\$ 3.47	\$ 3.86 = \$ 7.33

Residential: Based on the average consumption of about 3,000 gallons of usage per person :

Example per person: $\$7.33 \times 3,000 / 1,000 = \21.99

Example with base rate (usage of 1 person) for single family $\$21.99 + \$53.16 = \$ 75.15$

Example with base rate (usage of 1 person) for multi family $\$21.99 + \$47.63 = \$ 69.62$

Commercial Bulk Water (per ERC is \$ 9.84)

Monthly Commodity Charge (per 1,000 gallons of metered water \$ 3.47)

Bulk Water Charge (per 1,000 gallons of metered water \$ 2.98)

Irrigation Water Service Base Facility Charges

	<u>Single Family</u>	<u>Multi-Family</u>
	\$18.45	\$12.92

Industrial / Commercial and common areas, whichever is less:

<u>Per common area acre</u>	<u>Golf</u>
\$110.73	\$ 0.22

Base Facility Charges

<u>Meter Size</u>	<u>Security Deposit</u>	<u>Water</u>	<u>Wastewater</u>
5/8" x 3/4" meter	\$ 100.00	\$ 15.42	\$ 19.29
1" meter	\$ 400.00	\$ 38.56	\$ 48.22
1 1/2 " meter	\$ 600.00	\$ 77.12	\$ 96.40
2" meter	\$1,000.00	\$ 123.40	\$ 154.22
3" meter	\$1,200.00	\$ 246.76	\$ 308.46
4" meter	\$2,500.00	\$ 385.59	\$ 481.99
6" meter	\$5,000.00	\$ 771.17	\$ 964.00
8" meter	\$6,400.00	\$1,233.89	\$1,542.36
Irrigation only	\$ 100.00		

For information on deposit and monthly charges for Dispensed Water accounts, please contact the office staff at (772) 340-0220.

Base Rate

- All properties serviced by the District are required to pay a minimum base rate. The monthly base rate is a fixed “ready to serve” charge whether occupied or vacant. Base Facility charges are a part of many Utility rate structures. The base charge is to ensure that the ongoing operational cost to operate the water treatment plant, wastewater treatment plant, irrigation pumps and main lines up to the point of entry of each subdivision, and many other services provided by the District.
- Irrigation base rate is merely a fixed rate; this service is not metered because it is not charged according to usage, but by property.

St. Lucie West Services District (SLWSD)

PAY YOUR BILLS ONLINE

The SLWSD Utility Online Billing Website is FREE and it's a secure site. It allows customers to pay bills, update personal & payment information, see account history and choose paperless e-bills.

Go to: www.slwsd.org or directly to our site: <https://slwd-egov.com/Click2GovCX/index.html>

If you go through www.slwsd.org Click on the "PAYMENT" tab and you will be directed to our utility billing site. Follow the left menu options from the green menu bar to help you navigate the payment site. Mobile Users must expand the menu using the three line icon.

Important Notice: Online site doxo.com is **NOT** affiliated with SLWSD and payments may not arrive before the due date. You may also be charged a fee from doxo.com

SLWSD Utility Billing Site instructions below:

One Time Payment (This is the fastest option as you do not need to log in)

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

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

Login In (First time users must register)

To Register do the following:

- 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.
- 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.
- 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.
- 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)

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



AUTOMATIC BANK DRAFT AUTHORIZATION FORM

Date Received _____
Account # _____
Entered by: _____
Date Entered: _____

Internal Use Only

Please complete and return this form to St. Lucie West Services District (SLWSD) at the address listed below along with a voided check or a direct ACH debit authorization letter from the bank.

Print Customer Name shown on St. Lucie West Services District Account Statement (Utility Account Holder)

Utility Account Number

Service Address

Mailing address (if different from service address)

Restrictions

- No international or starter checks are accepted at this time.
- Bank draft will be canceled if a payment is returned three (3) times within a 12 month period for NSF's. Any future payments must be submitted by a money order or credit card for a minimum of twelve (12) months. Customer may ask for a financial review after 12 months for approval to accept checks again.
- Bank draft will be automatically canceled when the account is closed, frozen or the bank cannot locate the account.
- Bank draft process cannot be applied to a final statement. Please submit payment by check, money order, or credit card.
- All requests must include a voided check or direct ACH debit authorization letter.
- The Utility Account Holder shall resume responsibility in selecting another method of payment at the time a bank draft cancellation is submitted for the checking account included on the enclosed voided check.

Authorization

- I (We) hereby authorize SLWSD to automatically commence debit entries (charges) to my bank account (and for my bank to accept and post such debit entries) indicated above for the payment of all bills rendered by SLWSD to the service address above.
- I (We) understand that SLWSD will continue to render a bill before my bank account is to be debited and that SLWSD may impose a fee in the event a debit entry is not paid by my bank.
- This authorization is to remain in effect until SLWSD has received a completed "Cancellation of Automatic Bank Draft Form".
- I (We) have the right to stop payment by notifying SLWSD in writing seven (7) days prior to the time the bank account has been debited.
- Any erroneous or incorrect debit will be corrected upon notification to SLWSD. If corrections in the draft(s) are necessary, it may involve a credit or debit to my utility service account.
- I authorize payments each month to be retrieved twenty (20) days after the statement date.

Checking Account Holder Name(s): _____

PRINT

Checking Account Holder Signature(s): _____

Date: _____

(2nd Signature if applicable) _____

Date: _____

Submit this completed form with voided check by: MAIL, FAX or EMAIL to customerservice@slwsd.org

St. Lucie West Services District
450 SW Utility Drive
Port St. Lucie, FL 34986

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Telephone: (772)340-0220

Facsimile: (772)871-5771

Website: www.slwsd.org