



St. Lucie West Services District

Newsletter Volume 13 ♦ July 2019

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

TO OUR VALUED CUSTOMERS,

St. Lucie West Services District (district) provides this newsletter in order to keep our customers aware of any upcoming projects, ongoing project updates, district accomplishments, and any important messages.

THE CURRENT OFFICERS FOR THE BOARD OF SUPERVISORS

- ❖ Chairman: Vincent D'Amico
- ❖ Vice Chairman: Gregg Ney
- ❖ Secretary: Wayne Smith
- ❖ Alternate Secretary: Everett Child
- ❖ Alternate Secretary: Jack Doughney

Rates: There has not been a utility rate increase since fiscal year (FY) 2010. The proposed budget for FY2020 does not reflect a rate increase.

Non Ad Valorem (Special) Assessment for FY 2020:

- The Benefit Special Assessment for the Water Management System (Bond) remains at \$194.00 per Equivalent Residential Unit (ERU).
- The Maintenance Special Assessment to maintain and preserve the facilities and projects remains at \$106.00 per (ERU)

District Projects:

- **6B Relocation Project was completed and functioning as designed.**
- **New Main Reuse Irrigation Pump Station is complete and placed in service in late June.**
- **Projects that are planned to be completed in FY 2020 are:**
 - Administration Office and Meeting Room
 - Replacement of Lake Charles Irrigation Pump Station
 - New Wastewater Treatment Plant disk filter project
 - New Water Treatment Plant Clearwell
 - Meter Replacement Project
 - Design and permit of additional stormwater retention ponds in the Country Club Subdivision

Billing and Customer Service Departments:

- We are excited to announce that the district will be transitioning to a new billing software in November 2019. The new billing software will include new features that will be more user friendly and customer oriented. Customers will be able to log in with ease to pay their utility bill. The new Interactive Voice Recognition feature will allow customers to pay by phone.
- Customers will see a format change in statements, late notices, and any letters we send to customers. We will also have better automation for many internal processes and the reporting options are far more enhanced and flexible.
- District staff will continue to keep you informed by adding notes to your monthly statement during this transition.