



## St. Lucie West Services District Newsletter Volume 14 ♦ October 2019

### TO OUR VALUED CUSTOMERS,

St. Lucie West Services District (district) is pleased to announce that we are transitioning to a new Billing Software, Tyler Technologies. This transition is estimated to be completed by November 2019. We are reaching out to share with you some of the improvements and changes you can expect when you receive the November Statement (bill) and in the near future.

### Look for many improvements!

- New bill layout with graphics.
- New online payment system with new features.
- New Kiosk will be placed in the lobby for customers to pay with credit cards or debit cards.
- New pay by phone feature will be available in the near future.

### QUESTIONS



### Will my Account Number change?

- Yes, all account numbers must change due to the new system and will be included in your November bill.
- Customers shall use the new account number to pay their bills starting with the November bill.
  - To avoid any delay in processing payments we ask our customers to use the new account number when paying online through the new billing website or when paying the bill from their banks' website.

### What will look different on the bill?

- The layout of the bill details will be different and there will be a water consumption graph to help visualize historical data. (see attached bill sample)

### What will change if I am on Automatic Bank Drafts every month?

- Nothing, unless the customer has changed their bank information. If this happens please notify our Customer Service staff at (772) 340-0220 or via email [customerservice@slwsd.org](mailto:customerservice@slwsd.org)

### Where do I go to pay online with the new system?

- Our new website address to pay bills online will be provided with your November bill (approximately November 20th) and access to the website will be available after November 25, 2019.
- From November 11, 2019 to November 24<sup>th</sup> the current online payment site will not be available due to the transition to the new system.

### Can I continue to pay through my Bank?

- Yes, customers may continue to pay through their personal online banking. Keep in mind that **new account numbers** will be available on the November bill and customers should update the **account number** when paying through their bank to avoid delay in processing payment.

### Can I pay my bills by calling your office? (Pay by Phone)

- This is a feature that will be added in the near future.



ST. LUCIE WEST SERVICES DISTRICT  
 450 SW Utility Drive  
 Port St. Lucie, FL 34986

<b>Account Number</b>	<b>AMOUNT DUE</b>
New Acct number format ##-#####-##	Amount due will be shown in detail below
<b>Due Date</b>	<b>After Due Date Pay</b>
Due date is 20 days from bill date after 4:00 p. m.	Penalty is 10% of the bill amount
<b>Service Address</b>	
Location of serviced address	

**BILL SAMPLE**

Customer Name  
 Mailing address  
 City, ST ZIP

Remittance Address  
 ST. LUCIE WEST SERVICES DISTRICT  
 450 SW Utility Drive  
 Port St. Lucie, FL 34986

PLEASE DETACH TOP PORTION AND RETURN WITH PAYMENT

<b>Customer Name</b>			<b>Service Address</b>			<b>Account Number</b>
Customer name or business name			Location address			New Acct Number format ##-#####-##
<b>Status</b>	<b>Service Dates</b>			<b>Bill Date</b>	<b>Penalty Date</b>	<b>Due Date</b>
	<b>From</b>	<b>To</b>	<b># Days</b>			
Acct Status	Beginning service date for bill	Ending of service date for bill	Days of service	Current bill date	Penalty is after the due date	Due date is 20 days from bill date after 4:00 p. m.

Previous Balance	\$ .00
Payments	\$ .00
Adjustments	\$ .00
Penalties	\$ .00
<b>PAST DUE AMOUNT</b>	<b>\$ .00</b>
Water Consumption	\$ .00
Water Base	\$ .00
Sewer consumption	\$ .00
Sewer Base	\$ .00
Irrigation	\$ .00
<b>CURRENT BILL</b>	<b>\$ .00</b>
<b>AMOUNT DUE</b>	<b>\$ .00</b>
Amount after the due date	\$ .00

Meter# Meter # for your location	Current		Previous		Usage Water usage
	Date Date of current meter reading	Reading Current read	Date Date of previous meter reading	Reading Previous read	

GRAPH FOR WATER USAGE WILL BE PLACED IN THIS AREA

There will be a change on all returned checks. All returned payments are subject to a \$25.00 service charge.

\*\*Payments received after 3:30 p.m. will be processed the next business day except on the due date payments will be processed at 4:00 p.m.\*\*

Notes: