

St. Lucie West Services District message to all customers

Dear Valued Customer,

As we all deal with the coronavirus, we want you to know that St. Lucie West Services District (SLWSD) is here to continue to service its customers and to minimize any interruption to our day to day business. One of the precautions we are taking effective March 18, 2020 is to temporarily suspend person to person contact at the Customer Service/Administration building until further notice. Our office staff will continue to answer the phones during normal business hours; 8:00 A.M. until 4:00 P.M.

To best serve you during this time we recommend you use the following methods of communication to contact our staff.

- Call (772) 340-0220 or email customerservice@slwsd.org to communicate with our customer service and billing staff.
- Call (866) 252-9322 to pay utility bills by phone
- Go online to www.slwsd.org to pay your utility bills
- New service request or termination of services please contact customerservice@slwsd.org or call (772) 340-0220 for further instructions and required documentation.
- Vendors may contact (772) 340-0220 to be directed to appropriate staff or department.
- If dropping off a payment you can utilize one of the drop-off boxes located outside the Customer Service /Administration building.
- Emergencies: We will continue to serve you after hours for emergencies, water main breaks or lift station alarms at (772) 340-0220 dial (1) to speak with the on-call utilities staff.

Stay safe and healthy as we continue to monitor and follow the advice of the Centers for Disease Control & Prevention and the Florida Department of Health as they lead in coordinating emergency preparedness and response efforts to situations such as the COVID-19.

URL addresses are provided below to help you access different sites for information.

<https://www.cdc.gov/>

<http://www.floridahealth.gov/diseases-and-conditions/COVID-19/index.html>

<https://www.cityofpsl.com/government/departments/communications/emergency-management/covid-19-coronavirus-information>