St. Lucie West Services District Newsletter – Volume 22

IMPORTANT UTILITIES INFORMATION & UPDATES

Payment Methods & Fees

A service fee will go into effect in December 2024 for customers that pay their utility bills with a credit card or electronic check "e-check". The service fee will be applied by a third party as outlined below.

Service Fee for Credit Cards and Debit Cards

A service fee per transaction of 3.10% or a minimum of $2.50 will be charged to customers paying with a credit card or debit card through the following methods:

- Online payment (utility billing site)
- Pay by phone (toll free #)
- In office (when using credit card terminal - Coming soon!)

Fee to Process E-checks

A Service Fee per transaction of $1.50

- Online payment (utility billing site)

No Service Fee Payment Options:

- Bank Drafts (monthly draft on the due date)
- Online banking (bill pay through customers bank account)
- Check, Money Order or Cashier's Check (mail, in office or drop-off box)

NEW DISTRICT MANAGER

As of July 1, 2024, Joshua Miller is our new District Manager.

Bill Hayden will be retiring in August.

We wish Bill happy times fishing, hunting and playing golf!

Board of Supervisors

Chairman: Jack Doughney, III

Vice Chairman: Dominick R. Graci

Secretary: Gregg Ney

Alternate Secretary: Diane Haseltine

Alternate Secretary: Viorel Mocuta

PROJECTS & UPDATES

Fiscal Year 2024 and 2025

Projects

- Water Treatment Plant Improvements will begin as a multiple-year project.

- A New Water Meter Customer Portal is coming soon.

  Customers will be able to receive alerts when major changes occur in their water consumption or during leak alerts.

Updates

- The Board of Supervisors received the Utility System Engineer's Report summarizing the Series 2024 Bonds and its recommendations to make improvements to meet future demands and underground injection needs.

District Staff and the Board are here to deliver quality service!

St. Lucie West Services District

450 SW Utility Drive

Port St. Lucie, FL 34986

(772) 340-0220

customerservice@slwsd.org

www.slwsd.org