



Welcome to St. Lucie West Services District

CONTACT INFORMATION

450 SW Utility Drive, Port St. Lucie, FL 34986
Tel #: (772) 340-0220
Business Hours: (8:00 a.m. – 4:00 p.m.)
After hours emergency call (772) 340-0220 dial (1)
to speak with utilities on-call staff
Fax #: (772) 871-5771
Email: customerservice@slwsd.org
Website: www.slwsd.org

SLWSD STAFF ONLY

Irrigation schedule (2 days a week)

MON TUE WED THURS FRI

Irrigation times for your location

_____ A.M. P.M. to _____ A.M. P.M.

The St. Lucie West Services District “SLWSD” 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 that SLWSD supplies to the residents within St. Lucie West. SLWSD has an on-call staff available 24 hours a day, 7 days a week, 365 days per year that 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 an activated sludge facility which treats up to 2.13 mgd. Modified Lutzak-Ettinger is the primary treatment of wastewater, 100% is used for irrigation reuse.

Irrigation

The irrigation water comes from the retention ponds which are made of 55% storm water and 45% reclaimed water. This water is “Non-Potable” and should not be used for drinking. 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 ensure 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 zone. 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 customer's 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.

Backflow Prevention Assembly Testing Program

Each connection to our Drinking Water System is required by FDEP to have a backflow prevention device. These devices are typically found near the water meter and are tested annually by SLWSD. Testing occurs between October 1st and December 31st.

Each device tested is billed, once per year, to the account holder.

Retention Ponds (aka Lakes)

With the 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 Director at (772) 340-0220 ext. 126.

Stormwater

The St. Lucie West Storm Water System currently has 128 storm water retention ponds 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 Stormwater Manager at (772) 340-0220 ext. 124.

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 20 calendar days from the bill date by 4:00pm each month even if someone lives at the location or not. (Find the schedule of rates and fees within the customer service tab on www.slwsd.org) For your convenience we have a 24-hour drop box located outside our office gate. Payments received after the Due Date will be subject to a penalty. Office staff picks up payments from drop boxes a few times each day except for weekends and SLWSD holidays. (see holiday schedule within the resources tab on www.slwsd.org)

Payment methods:

- **Checks, money orders, or cashier's check:** (No fee) In person or by mail.
- **Bank drafts:** (No fee) Each month, payments from bank drafts are automatically debited 20 days after the statement date. For bank draft option, please inquire at (772) 340-0220 or email customerservice@slwsd.org
- **Online Banking through customers' banks:** (No fee) SLWSD staff will download payments each business day and post payments on the next business day. Keep in mind schedules may vary from bank to bank.
- **Online utilities payment:** Go to www.slwsd.org website and pay your utilities bill with a credit card or e-check. A fee will be charged to use the utilities payment system, and the third-party processor will charge this fee. Payment is viewed on your account upon payment.
 - **Credit cards/debit cards:** (Visa, Mastercard, Discover, and American Express) a fee of 3.10% or a minimum of \$2.50 per transaction will be charged to process credit cards.
 - **Electronic Check:** A fee of \$1.50 per transaction will be charged to process e-checks.
- **Pay by Phone:** A fee will be charged for credit cards. To pay by phone call (866) 252-9322.

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 the 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 District office procedures. The returned payment fee is \$25.00 per occurrence. When an NSF occurs, the customer will be notified by the District. A letter is mailed, and a door hanger is delivered to the location. The customer must contact the District within 7 days and the payment must be submitted to the District to prevent interruption of service and additional service fees.

Should a customer's service account have three (3) NSFs within Twelve (12) consecutive calendar months the District shall only accept payment in the form of a money order or credit card. For a customer to pay with a check again, the customer must ask for the account to be reviewed after 12 months of good standing.

DEPOSIT CHARGES

<u>Meter Size/Type</u>	<u>Security Deposit</u>
5/8" x 3/4"	\$100.00
1"	\$400.00
1.5"	\$600.00
2"	\$1,000.00
3"	\$1,200.00
4"	\$2,500.00
6"	\$5,000.00
8"	\$6,400.00
Irrigation only	\$100.00
Dispensed water	\$150.00

For information on deposit and monthly charges for Dispensed Water accounts, please contact the office staff calling (772) 340-0220 or email customerservice@slwsd.org

SERVICE RATES

The current rate schedule is charged to all properties serviced by the District according to the St. Lucie West Services District rate schedules "Tariff".

*Base Rate

All properties serviced by the District are required to pay a minimum base rate according to meter size. 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 ongoing operational cost are covered 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.

Monthly Residential Base Rate Charge for 5/8 inch meter effective December 1, 2024

	<u>Single Family</u>	<u>Multi-Family</u>
Water Base Rate Charge	\$ 18.53	\$ 18.53
Sewer Base Rate Charge	\$ 23.17	\$ 23.17
Irrigation Base Rate Charge	<u>\$ 22.17</u>	<u>\$ 15.53</u>
TOTAL BASE RATE WITH ZERO USAGE	\$ 63.87	\$ 57.23

For Commercial Base Rates according to meter size please reference Schedule A and D.

*Usage

<i>Monthly Commodity Charge</i>	<u>Water Usage</u>	<u>Sewer Usage</u>	<u>Total</u>
Charge per 1,000 gallons of metered water	\$ 4.16	\$ 4.63	\$ 8.79

Example: If usage is 3,000 gallons (\$8.79 x 3,000 = \$26.37) for commodity charge

***The base rate and usage are billed on a monthly basis.**



Payment Options

www.slwsd.org

Ways to pay your St. Lucie West Services District's utilities bill

1) AUTOMATIC BANK DRAFT (No transaction fee)

- Complete the Automatic Bank Draft form and submit a voided check to authorize SLWSD to automatically process future payments on the due date.
- Submit via email, mail or fax.

Email: customerservice@slwsd.org (Subject: Automatic Bank Draft)

Mail: St. Lucie West Services District
450 SW Utility Dr., Port St. Lucie, FL 34986

Fax: (772) 871-5771

2) ONLINE BANKING FROM CUSTOMERS BANK ACCOUNT (No transaction fee)

- Customers that pay through their online banking can continue to use this payment method. These payments are processed when received. Keep in mind bank schedules may vary according to their internal procedures.

3) MAIL PAYMENT (No transaction fee)

- Send check or money order to 450 SW Utility Dr., Port St. Lucie, FL

4) PAYMENT IN PERSON at 450 SW. Utility Dr., Port St Lucie, FL 34986

- Pay by check or money order (No transaction fee)
 - Place payment in one of our drop-off boxes located at: (1) outside the gate and (1) near the handicap parking in front of the customer service building
- Credit cards: Visa, Mastercard, Discover, American Express
 - A service fee will be charged by a third party for any credit card payments (*see below)

5) ONLINE PAYMENT FROM BILLING WEBSITE

A service fee will be charged by a third party according to payment type. See below (* for credit card) and (** for e-check).

- Go to: www.slwsd.org
- Click on the "Payment" tab and "Pay your Bill Now". This will direct you to payment site <https://account.municipalonlinepayments.com>
- Use the Quick Pay function (no log-in is necessary) or Register to login and see more account information.

6) PAY BY PHONE (*a credit card transaction fee will be charged by a third party)

- Call (866) 252-9322

Payments received after 4:00 p.m. on the due date are considered late and a late fee of 10% will automatically be added to the account.

If you have any questions regarding any of the above options do not hesitate to contact our Customer Service Staff at (772) 340-0220.

***Credit Card Fees are 3.10% per transaction or a minimum of \$2.50**

****E-Check fee will be \$1.50 per transaction**



St. Lucie West Services District Ceases Chemical Fluoride Feed Systems Following Court Ruling

Following a recent ruling by a U.S. District Court, the St. Lucie West Services District (SLWSD) has decided to immediately halt its use of chemical fluoride feed systems. The court determined that fluoride levels above 0.7 mg/l present an “unreasonable risk of harm” to both health and the environment, particularly for vulnerable populations, without taking into account costs or other risk factors.

In response to this decision, and based on the recommendation of the Florida Surgeon General, SLWSD suspended its fluoride feed systems until further guidance is issued by St. Lucie County, the Florida Department of Environmental Protection (FDEP), and the State of Florida.

Other municipalities, including the City of Port St. Lucie, have also begun deactivating their fluoride feed systems.

SLWSD will continue to adhere to all current water quality monitoring requirements, including fluoride testing, as directed by FDEP and local authorities, until clearer instructions are received.

SLWSD is dedicated to delivering high-quality water services to St. Lucie West residents and businesses, prioritizing public health and safety while meeting all environmental and regulatory standards. Established in 1990, SLWSD manages a 4,600-acre community and provides potable water, wastewater treatment, stormwater management, and reclaimed water irrigation.

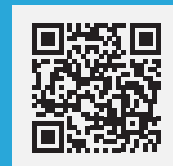
Page 2: Use your water meter to check for possible leaks.

We Are Now Accepting Credit Card Payments at Our Main Office!

We're excited to announce that you can now pay your bill by credit card at our main office, 450 NW Utility Dr., Port St. Lucie. A 3.10% processing fee applies, with a \$2.50 minimum.

We Have a New Logo, and We Want to Hear From You.

Scan the QR code below and take our survey:



Meet Your Board of Supervisors:

- Dominick Graci (Chairman)
- Gregg Ney (Vice Chairman)
- Diane Haseltine (Secretary)
- Rose Carvelli (Alt. Sec.)
- Kevin Dolan (Alt. Sec.)

Next Public Board Meeting:

Feb. 3 - 4, at our main office building.
Go to our website for more information.



www.slwsd.org

Connect with us:

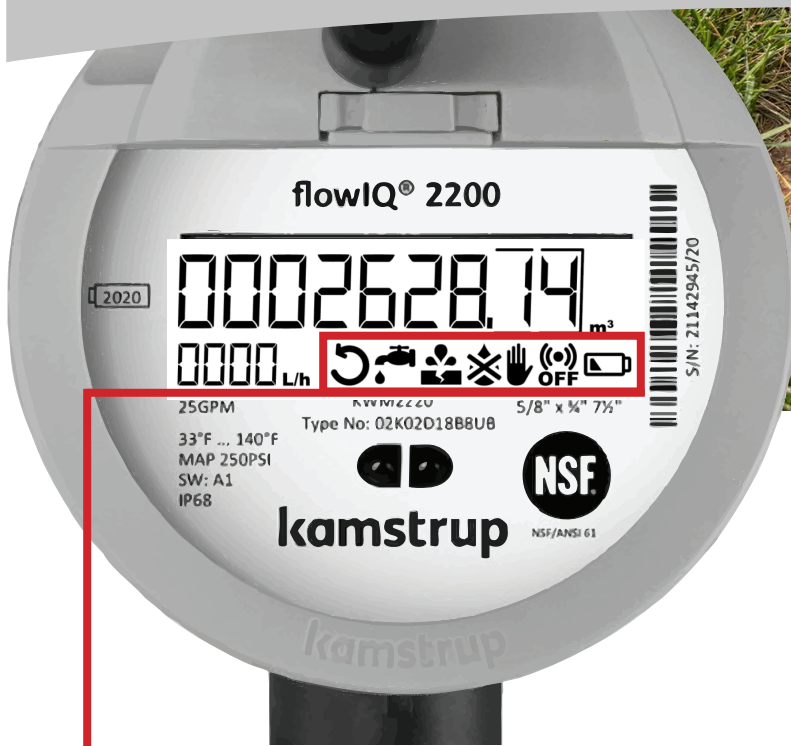


(772) 340-0220

customerservice@slwsd.org

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

Check for Water Leaks Using Your Kamstrup Meter.



KAMSTRUP Smart Meters are installed outside of your residence or facility. They can aid you in detecting possible water leaks. After checking for leaks on common areas like toilets and faucets, use the meter codes below to identify potential issues.



REVERSE FLOW: Arrow shows water flowing the wrong direction.

LEAK: Flashing symbol indicates water has flowed for 24 hours, suggesting a leak.

BURST: Flashing symbol indicates flow exceeds a preset limit for 30 minute suggesting a pipe break.

DRY: Flashing symbol means the meter is not filled with water.

TAMPER: Icon shows an attempted fraud, making the meter invalid for billing.

RADIO OFF: Indicates the meter is in transport mode with the radio off. It activates automatically after ½ liter of water flows through the meter.

BATTERY LOW: Icon indicates battery life is under 6 months.

The information codes and symbols will automatically turn off when the conditions that activated them no longer exist. **If you find a leak, please have it repaired as soon as possible to avoid higher bills. Contact us with any questions at (772) 340-0220 , or customerservice@slwsd.org.**