



**Page 2** **Simplify Your Payments:  
Register for Online Billing and  
Explore the Benefits**

**Coming Soon: A New and Improved Website  
for St. Lucie West Services District**

We are excited to announce the upcoming launch of a completely redesigned website in the coming months. This new platform, developed in response to resident feedback, will replace the current site, which many have found difficult to navigate and use. The updated version will feature a modern, user-friendly design with clearer menus, streamlined organization, and faster access to forms, applications, and key services. It will also offer improved mobile compatibility for a better experience across all devices.

To ensure accessibility for all users, the new website will meet current Web Content Accessibility Guidelines (WCAG) 2.2 standards and be fully compliant with the Americans with Disabilities Act (ADA). WCAG 2.2, developed by the World Wide Web Consortium (W3C), provides technical standards for making digital content accessible to individuals with disabilities. **This upgrade also fulfills the ADA compliance mandate issued by the U.S. Department of Justice (DOJ), which requires public sector websites to be accessible under Title II of the ADA.**

This initiative reflects our commitment to transparency, accessibility, and continuous improvement in the services we provide. The website will also help residents better understand the roles of our departments and highlight the District's strategic goals.

Please note that this website upgrade will not affect how residents pay their utility bills online. The online payment system is hosted through a separate secure portal, which will remain unchanged.

**For questions regarding the new website, please email them to [PIO@slwsd.org](mailto:PIO@slwsd.org).**

**Sign-up to Receive News  
and Alerts From Us**

Sign up for news and alerts at our website by using the blue pop-up banner on the bottom right of the homepage. Choose the types of updates you want and how you'd like to receive them (text & email). Text alerts are reserved for major updates and emergencies.

**Public Hearings Notice:  
Utility Rate Increase**

The FY2026 Budget proposes a **9% utility rate increase and raising the Stormwater Maintenance Assessment from \$176 to \$206 per unit**. Public hearings will be held **Aug. 26, 2025, at 9:00 AM** at 450 SW Utility Drive. (Failure to pay the assessment will cause a tax certificate to be issued against the property which may result in a loss of title).

**Board of Supervisors**

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

Next Board Workshop & Meeting:  
**Aug. 25 and 26.**

Visit our website for more information.

**(772) 340-0220**  
**[customerservice@slwsd.org](mailto:customerservice@slwsd.org)**  
St. Lucie West Services District  
450 SW Utility Drive, PSL, FL 34986

**Connect with us:**



# How to Sign Up for Online Billing

Managing your water bill online is easy and convenient. You can view and pay your bills, Sign-up for Automatic payments, get notified when you have water leaks, and stay on top of your water consumption anytime. To get started, follow these simple steps.

## Step 1: Visit the Website

Open your internet browser (like Chrome, Safari, or Edge).

1. Go to: **www.slwsd.org**.
2. On the homepage, click the button that says “Pay Your Bill.”

## Step 2: Create an Online Account

(You will need an email address to create your account)

1. When the new page opens, click “Sign In or Sign Up” in the top right.
2. Then click “Register” to set up a new account.
3. Fill in the form with:
4. Your email address (make sure it’s one you check often).
5. A password you choose (write it down so you remember).
6. Your name and phone number.
7. Click “Register.”



## Step 3: Confirm Your Email

1. Go to your email inbox.
2. Look for an email from: [noreply@municipalonlinepayments.com](mailto:noreply@municipalonlinepayments.com) (Subject: “New Account Registration”).
3. Open the email and click the “Activate Account” button.
4. This will bring you back to the website, where you can now log in using your email and password.

## Step 4: Add Your Water Utility Account

1. After you log in, click “Pay Bill.”
2. Then click “Add Account.”
3. Enter:
  - Your Account Number, which you’ll find it on your statement (include dashes, ex.: 01-01010-01).
  - Your Last Payment Amount (exclude the dollar sign, ex.: 85.25).
4. Click “Add Account.”

Now your water account is connected, and your online account is ready to use!

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## Need More Help?

Visit the **Frequently Asked Questions** page under the Customer Service tab at [www.slwsd.org](http://www.slwsd.org). You’ll find detailed instructions on:

- Paying your bill through your newly established online account.
- Setting up Automatic Payments.
- Activating and managing the *Manage Alerts* feature to receive notifications for water leaks or excessive water consumption, based on your personalized usage amount limits.

**For direct assistance, email us at [CustomerService@slwsd.org](mailto:CustomerService@slwsd.org), or by phone at (772) 340-0220.**