



**Page 2** **Go Paperless!**  
**Register for Online Billing and Enjoy  
the Many Benefits.**

## New SLWSD Website Launching December 3rd: Simpler and Easier to Use, Plus More Access.

The St. Lucie West Services District (SLWSD) is excited to announce the launch of its completely redesigned website on Dec. 3, 2025. Built in direct response to resident feedback, the new site not only makes it easier than ever to find information and access District resources, but also offers expanded content and enhanced access to support the community.

The upgraded platform features a modern, mobile-friendly design with clear menus, simplified navigation, and quicker access to forms, documents, and applications. Residents will now be able to find more detailed information, submit forms online, and stay connected with District updates through a more streamlined, user-friendly experience.

To ensure accessibility for everyone, the website fully complies with Web Content Accessibility Guidelines 2.2 and the Americans with Disabilities Act, making all digital content usable by all individuals while meeting federal requirements for public sector websites.

This launch is also part of SLWSD's broader effort to strengthen and promote its brand, helping residents better recognize and engage with our services and community identity. While the design and navigation are new, the services we provide remain the same, now with more information and more ways for residents to interact with the District.

**Please note:** the upgrade will not affect how residents pay utility bills. The secure online payment system will remain unchanged, and the website's address will remain [www.slwsd.org](http://www.slwsd.org). For questions about the new website, email [PIO@slwsd.org](mailto:PIO@slwsd.org).

## Sign-up for News Updates

Stay informed by using the blue pop-up banner on the bottom right of our homepage. Select the updates you want and choose how to receive them—by email or text. (Text messages are reserved for major news updates and emergency notices)

## New Board Supervisor Appointed by Board

The SLWSD Board of Supervisors appointed Mr. Jack Doughney to fill Seat 4 during its public meeting on Oct. 7, 2025. Seat 4 was previously held by Rose Carvelli, who was elected in Nov. 2024 and voluntarily stepped down in late August. Mr. Doughney will serve the remainder of the term, which runs through Nov. 2028.

### Board of Supervisors

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

Next Board Workshop & Meeting:  
**Nov. 3 and 4.**

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 & *Manage Alerts*

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.



## ***Manage Alerts***

When you create your new online account, you can register to receive alerts by email or text whenever your water meter detects a leak. To set this up, log in to your account and click “*Manage Alerts.*” Then, choose whether you want to receive alerts by email, text, or both, enter your contact information, and select the alerts you want to receive. You can choose from two options: water leaks and water usage limits.

## **Need More Help?**

Visit the **Frequently Asked Questions** page under the Customer Service tab at [www.slwsd.org](http://www.slwsd.org).

1

## **Go to our Online Bill Portal**

Note: You must first have an established utilities account with us before you can initiate an online account profile and begin making online payments.

2

## **Register for an online account**

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

3

## **Confirm your email**

1. Go to your email inbox.
2. Look for the email: *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.

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 on your statement (include dashes, ex.: 01-01010-01).
  - Your Last Payment Amount (exclude the dollar sign, ex.: 85.25).
4. Click “Add Account.”

Your online account is now ready to use, and you can take advantage of its many features, including our newest called “*Manage Alerts.*” This feature keeps you updated when you have a water leak in your property, as well as when you reach your personalized daily water consumption limit.