



Page 2 Take Charge of Your Water Usage.
Register for Online Billing and Set Up
Automatic Alerts.

Think Before You Flush: Only Toilet Paper Breaks Down Properly

Many residents of St. Lucie West may not realize that what goes down the toilet affects the entire wastewater system. Items such as wipes, paper towels, and personal hygiene products cause serious problems because they do not fully dissolve in water.

Even products labeled “flushable” or “biodegradable” stay intact long enough to clog pipes, tangle around pumps, and create blockages.

These blockages can lead to backups in homes and neighborhoods, damage to wastewater equipment, and costly repairs. At SLWSD, our 53 wastewater pump stations, which move wastewater from homes and businesses to the treatment plant, are especially vulnerable. Non-dissolving items can wrap around pumps, jam moving parts, and even cause overflows.

The solution is simple: flush only toilet paper. Everything else, including wipes, cotton swabs, paper towels, and feminine products, should go in the trash. Every careful flush protects your home, neighborhood, and SLWSD’s system.

**DON'T FLUSH
WIPES**



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 Main Office Hours

Starting Dec. 1, 2025 our new hours of operation will be **Monday–Friday, 7:30 a.m.–3:30 p.m.** This change aligns administrative, utilities, and stormwater operations for improved coordination and faster service. Emergency services will continue to operate 24 hours a day. Thank you for your continued support as we work to enhance service to the community.

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:
Dec. 1 and 2.

Visit our website for more information.

(772) 340-0220
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.

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.