

St. Lucie West Services District **NEWSLETTER** www.slwsd.org August, 2026



Storm Season

Did You Know

Understanding St. Lucie West's Stormwater System

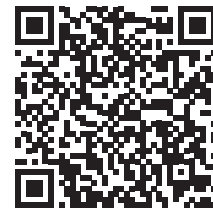
- **Our St. Lucie West lakes are designed to temporarily store rainwater** during heavy storms, helping reduce flooding throughout the community.
- **One inch of rainfall can raise a stormwater lake by approximately three inches.** This temporary rise is a normal part of how the system manages runoff.
- **Streets are intentionally designed to temporarily hold or convey stormwater** during intense rainfall until it can safely drain into the stormwater system.
- **Storm drains do not lead to the wastewater treatment plant.** They carry rainwater directly into the District's stormwater system, which ultimately discharges into the St. Lucie River. Never dispose of chemicals, oil, or trash into storm drains.
- **Keeping storm drains clear helps reduce localized flooding.** Leaves, grass clippings, mulch, and other debris can block the flow of water during heavy rain.
- **Retention ponds improve water quality.** As stormwater slows down in the ponds, sediment settles and natural processes help remove pollutants before the water leaves the system.
- **Heavy rainfall can temporarily flood low-lying roads and swales,** but the water is designed to recede as the stormwater system continues to move and store runoff.
- **Stormwater management is a year-round operation.** District crews routinely inspect, maintain, and repair lakes, structures, drainage systems, and stormwater infrastructure, not just during hurricane season.

Stay Informed

Sign up for our email & text notifications:

- Emergency utilities advisories
- Water quality notices
- Irrigation schedule updates
- Office closures and service announcements

Scan The QR Code Below With Your Mobile Device:



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:

Aug. 31 and Sept. 1

Visit our website for more information.

(772) 340-0220

customerservice@slwsd.org

450 SW Utility Dr., Port St. Lucie, FL 34986



Facebook:

@StLucieWestServicesDistrict



LinkedIn:

@SLWSD

HOW TO: Sign Up for Online Billing & *Manage Alerts*

To get started,
follow these simple
steps.



Want More?

In our website, go to the “Customer Service” tab at the top of the homepage and select “Accounts & Billing Information,” and then “Current Customers.” In there we have instructions on how to: update your account, set-up automatic payments from your bank account, and many more.

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.

Go to our website at www.slwsd.org and click any “**Pay My Bill**” link on the homepage. This will take you to the online bill pay portal, where you can create an account and manage it from your home or mobile device. Follow the steps below once you reach the portal.

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.”
5. Your online account is now established and you can pay your bills online.

5

Register for *Manage Alerts*

1. Click “*Manage alerts*” ➡ choose your notification method (email or text) ➡ type email or type phone number ➡ click “leak alerts” ➡ click “sign up.”
2. Click “Consumption threshold alerts” ➡ click Water (gals) enter the number of gallons above your normal daily consumption (about 20% – 50% more) ➡ click “Sign up” or “Update.”