

St. Lucie West Services District **NEWSLETTER**

www.slwsd.org September, 2026



Stay Prepared and Get the Facts!

Hurricane season in Florida runs from Jun. 1 through Nov. 30, with peak activity typically occurring from mid-Aug. through late Oct. As we move through the most active part of the season, staying informed is an important part of being prepared.

When tropical systems develop, social media can quickly fill with rumors, exaggerated forecasts, misleading graphics, and attention-grabbing posts designed to generate views and clicks. These posts can create unnecessary confusion and may not reflect the latest official forecast.

For reliable storm information, always turn to trusted sources such as the **National Hurricane Center** and the **National Weather Service**. These agencies provide official forecasts, watches, warnings, and other important weather information.

The **St. Lucie West Services District** will also share important hurricane related information affecting St. Lucie West and our customers. If a hurricane poses an immediate threat to our area, the District will post emergency banners on our website and send email and text alerts with important information and updates.

Not signed up for our email and text alerts? Use the QR code on the right. Simply scan the code with your phone's camera to access the sign-up form. You may also contact us at PIO@slwsd.org and request to be added.

Remember, forecasts can change as storms develop. **Before you share it or act on it, check the official source.**

Trusted Hurricane Information Websites:

National Hurricane Center
www.nhc.noaa.gov

National Weather Service
www.weather.gov

Utility Rates and Maintenance Assessment Increases

The SLWSD Board of Supervisors approved the Fiscal Year 2027 Budget on Sept. 1, 2026. Effective Oct. 1, utility rates will increase by 3.5%, beginning with the Nov. 17 statement. The Maintenance Special Assessment will increase from \$206 to \$246 per unit and will appear on the next tax bill. No Benefit Special Assessment will be levied for Fiscal Year 2027.

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:

Oct. 6 and 7

Visit our website for more information.

(772) 340-0220

customerservice@slwsd.org

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



Facebook:

[@StLucieWestServicesDistrict](https://www.facebook.com/StLucieWestServicesDistrict)



LinkedIn:

[@SLWSD](https://www.linkedin.com/company/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.”