

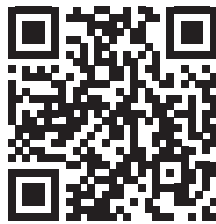


## Ever wondered who does what in St. Lucie West—SLWSD or the City of Port St. Lucie?

St. Lucie West operates as a Community Development District, which means services in your community are provided by different entities working together. But understanding who is responsible for what isn't always clear.

To help simplify it, we've created an easy-to-follow video that explains the role of the St. Lucie West Services District, how it differs from the City of Port St. Lucie, and who maintains key services like water, roads, and infrastructure.

Scan this QR code to quickly access the video, which is also found on our website.



Still have questions? We're here to help. Email us at [PIO@slwsd.org](mailto:PIO@slwsd.org), or look out for our upcoming "Lunch and Learns" starting in June, where we'll cover this topic in more detail along with other subjects related to water utilities and public works operations.

### **Page 2** How to Sign Up for Online Billing & Manage Alerts

You can view and pay your bills, sign-up for automatic payments, or get notified when you have water leaks.

### Sign-up for Our News Alerts

Stay informed with timely news updates from us. Visit our website and sign up on the homepage pop-up to receive emails or text alerts about urgent irrigation and boil water advisories, and District news.

### Water Quality Report

Our Water Quality Report will be mailed in May to the mailing address on your utility account. It provides an overview of the testing we conduct on your drinking water, including sources, treatment, and compliance with state and federal standards, helping keep you informed about its safety and quality.

### 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:  
**May 4 and 5**

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*

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 or an abnormally higher water consumption. To set this up, log in to your account and click “*Manage Alerts.*” When you’re there, choose your notification method (email or text), click “leak Alerts,” and then “Sign Up.” To set up alerts for higher usage, click on “Consumption Threshold Alerts,” enter the amount above your daily usage limit in gallons (about 20-50% more), and then click “Sign Up” or “Update.”

**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.