

4 WAYS TO PAY YOUR BILL



- 1. Auto-Pay:**
Have your payment automatically deducted from your bank account and never miss a payment again. Call our office at **480-837-9444** or go to our website to download the form.
- 2. Online Bill Payment:**
You can securely pay your bill online with a credit/debit card or an E-Check at www.az-fhsd.gov. There is a \$1.00 third-party charge for this service.
- 3. Mail Payment:**
To ensure your payment is correctly applied to your account, please include the top portion of your billing statement. Make check payable to **Fountain Hills Sanitary District** or **FHSD** and mail to **16941 E. Pepperwood Circle, Fountain Hills, AZ 85268**.
- 4. Pay in Person:**
Deliver your payment to our Billing Department located at **16941 E. Pepperwood Circle Fountain Hills**, Monday – Friday 8:00 AM -5:00 PM. After hours, deposit your payment in the drop box located out front.

A New Look To Our Website

The Sanitary District has updated our website and made it user-friendly for all computer types and smartphones. The new site has educational information for our residents along with secure ways to pay your bill online. Please visit the new website at www.az-fhsd.gov to have a look.

Low-Income Assistance Program

Effective January 1, 2019, the Sanitary District is offering a Low-Income Assistance Program (LIAP). This program is designed to help homeowners with low-incomes with their utility bill. Homeowners that qualify will receive a 20% discount on their quarterly sewer user fee bill. If you think you might be eligible for LIAP, contact our Billing Office at 480-837-9444 or visit our website at www.az-fhsd.gov for more information.

Prescription Drug Drop Off Box

The Maricopa County Sheriff's Office (MCSO) has a drop box located in the lobby of Town Hall to dispose of unused or unwanted prescription pills. The drop box is accessible during regular business hours. No liquids, creams, or needles, please. Properly disposing of unwanted prescription pills prevents misuse and helps protect the environment.

According to MCSO (Fountain Hills Branch), fifty-nine pounds of prescription pills were dropped off on October 27, 2018, The National Prescription Drug Take Back Day.

THANK YOU, Fountain Hills residents, for doing your part to help make our community a safer place!

RV Dump Station

Did you know that the Sanitary District offers a place to dispose of RV waste?

RV waste is prohibited from being dumped directly into the sewer system. The Sanitary District offers a place to properly dispose of this waste at our RV Dump Station located adjacent to the District Office at 16941 E. Pepperwood Circle. The hours of operation for the RV Dump Station are Monday through Friday 8:00 am to 4:00 pm, excluding Holidays.

This service is free to Fountain Hills residents. There is a \$5.00 fee for non-residents and a \$25.00 fee for commercial entities. Anyone wanting to use this service must first check in at the office to obtain the key for the dump station.

Help protect our community by reporting any illegal dumping activity to our office at 480-837-9444.

Sewer Fee Increase

At the November Public Hearing, a Sewer User Fee increase was approved for \$1.00 per month, a total of \$3.00 per quarter starting with the January 2019 billing. The new monthly rate will be \$28.00 billed quarterly at \$84.00. Sewer fees are billed in January, April, July, & October of each year.

There are no additional sewer user fee increases planned through June 2020.

Can you really flush "Flushable Wipes" down the toilet?



The growing use of personal wipe products is causing a big problem for homeowners and sewer companies alike. Personal wipe products may say "flushable" on the packaging, but that only means a single wipe can pass through the internal plumbing of a toilet without clogging. It does not mean the wipes were designed to safely pass through your home's sewer plumbing or the sewer infrastructure in your community.

Wipe products such as baby wipes, cosmetic removing wipes, surface cleaning wipes or any other similar products do not dissolve in the transport of sewage. In fact, they can get stuck and form a blockage, which could lead to a sewer backup onto your property, or worse, in your home. Toilet paper quickly breaks down and dissolves as it travels through your home's plumbing and the sewer system. It is especially important not to flush wipes if your home is on a steep hillside lot with its own private sewer sump, or injector, pump. The wipes can damage the small plumbing pipes or the pump itself.

Please discard all wipe products into a trash can, not down your drains!