

## 4 WAYS TO PAY YOUR BILL



## National Prescription Drug Take Back Day

Dispose of unused or unwanted prescription pills on Saturday, October 27, 2018, at the Town Hall Parking lot between the hours of 10:00 AM-2:00 PM. Please, no liquids, creams, or needles.

If you miss this event, the Maricopa County Sheriff's Office (MCSO) has a drop box located in the lobby of Town Hall (16705 E. Avenue of the Fountains). The box is accessible during regular business hours. Properly disposing of unwanted prescription drugs prevents misuse and helps protect the environment.

- 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 sign up.
- 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](http://www.az-fhsd.gov). There will be 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.

### Proposed Sewer Fee Increase

To help keep up with rising costs, the Sanitary District is proposing a \$1.00 increase to the monthly sewer user fee, a total of \$3.00 per quarter, to take effect January 1, 2019. There are no additional user fee increases planned through June 2020. The District will hold a Public Hearing on the matter at the November 28<sup>th</sup> Board Meeting.

### Low-Income Assistance Program

The Sanitary District is working to implement a Low-Income Assistance Program to take effect in January 2019. If you think you may qualify for such a program, watch for more information to be available at the beginning of the year.

### Welcome Back Seasonal Residents

The Sanitary District hopes you had a great summer. We offer a couple of reminders as you return to Fountain Hills for the winter months.

- Run water down every drain in the home to help keep odors out that can enter the house through dry p-traps in the plumbing.
- Contact the Billing Department and update your contact information along with your mailing address.
- Sewer user fee bills are mailed and collected quarterly in the months of July, October, January, and April.

### FATS, OILS, & GREASE

Large amounts of fats, oil, and grease (FOG) in wastewater can cause sewer line clogs, sewer pump stations failures, wastewater treatment plant problems, and environmental concerns. Do not pour FOG down the drain. It will eventually solidify and clog the sewer pipes, causing sewer lines to back up or overflow. Residents can help by following these steps:

- Do not pour fats, oils, and grease down the drain.
- Use a paper towel or napkin to remove greasy leftovers from pots and dishes prior to washing in the sink or dishwasher.
- Pour cooking oils and scrape grease into a container and dispose of it in the trash.
- Discard Leftover food, scraps, and fat trimmings in the trash, not in the garbage disposal.

### What was the work at the park?

You may have noticed us working at two recharge wells located in Fountain Park. Over time, wells may lose their efficiency at recharging and recovering recycled water, which is used for park and golf course irrigation. About every 5 years, these wells need to be deeply cleaned and flushed to return them to their full capability. This type of proactive, regular maintenance has allowed the wells to operate successfully for over 18 years.

### Solids Handling & Headworks Improvement Project:

The Sanitary District is wrapping up a 6.8 million dollar refurbishment project that began in June 2017. The project replaced 20-year old influent pumps and the equipment that processes the solid residuals, or "sludge," a natural by-product of the wastewater treatment process. With innovative technology and improved design, the new solids processing equipment is much quieter and over 90% more energy efficient than the old equipment! The Fountain Hills Leadership Academy, Class of 2018, was the first to see the new equipment in operation.

A special "Thank You" is given to the direct neighbors of the treatment plant, who may have noticed the increase in activity and traffic. During the entire project, we worked hard to keep noise down, create no odors, and minimize any nuisances. We appreciate your patience as we worked diligently to update and maintain our vital infrastructure.