



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.

LATE FEE:

The Sanitary District gives residents a generous amount of time to pay the sewer user fee before a \$25.00 late fee is applied. To maintain your good payment history and avoid the late fee, make your payment by the due date listed on the front side of this bill.

Payments not received in full by the due date may result in additional interest or lien fees.

Please contact our billing department at **480-837-9444** or fhsd@az-fhsd.gov to ensure your account information is up to date.

**Suspended
12/31/2020**

Sewer User Fee Increase

At the Public Meeting held in June 2020, a Sewer User Fee increase of \$1.00 per month was approved to begin January 1, 2021. The new monthly rate will be \$29.00. This is billed quarterly at \$87.00 and will start with the quarterly billing mailed in early January 2021.

What is the difference between Electronic Bill and Automatic Payment?

Electronic Bill (E-Bill)-is a convenient, secure, and environmentally friendly way of **receiving** the bill. An email is sent to the customer notifying them the statement is ready to view online. Once the customer has accessed and viewed the bill, there is an additional link to pay the bill online. E-Bill requires a valid email address to be on file at the District for the customer to receive their bill notification electronically.

Automatic Payment (Auto-Pay)-is a convenient and secure way of **paying** the bill. The customer signs an agreement with the District to withdraw the payment from their checking or savings account on the due date. Auto-Pay ensures on-time payment, no late fees, and no convenience fees.

The Sanitary District bills the sewer user fee on a quarterly basis, not monthly, so it may be easy to forget to make the required payment, especially when traveling. Signing up for E-Bill or Auto-pay is a convenient way to either receive an email reminder or automate on-time payments for both year-round and seasonal residents. To sign up, please contact us at **480-837-9444** or email us at fhsd@az-fhsd.gov.

STAY SAFE



#MaskUpAZ

Fats, Oils, & Grease (FOG)

DO NOT pour fats, oil, & grease down the drain. It will eventually solidify and clog the sewer pipes, causing sewer lines to back up or overflow. Residents can prevent clogs by following these steps:

- Use a paper towel or napkin to remove greasy leftovers from pots and dishes before 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.
- Use baskets or strainers in the sink to catch food scraps—empty scraps into the trash can.

Do Not Flush Prescription Drugs

The COVID-19 shutdown limited access for the community to dispose of unused, unwanted, or expired prescription drugs safely in the permanent drop box, located in the lobby of Town Hall. Town Hall reopened on September 8, 2020, once again allowing residents to access the drop box. To properly dispose of prescription drugs put them into a clear sealed plastic bag and drop it in the box. Please, no liquids, creams, or needles.

Should residents have limited access to the drop box again, Shelly Mowrey, the Director of the Fountain Hills Coalition, recommends a safe, convenient at-home medication disposal product, called DisposeRx. The DisposeRx packets contain eco-friendly components you pour into a prescription vial of unused pills and add water. After shaking the vial for 30 seconds, a thick gel will form, making the medication unusable so you can safely throw it away in your household trash. Do not flush it down the toilet. One packet is good for one bottle of medication. DisposeRx is a secondary choice to the permanent drop box. To obtain these packets, please visit the Coalition website at www.FHCoalition.org.

