



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 their sewer user fee before a \$25.00 late fee is applied. To maintain your good payment history and avoid the late fee, please pay your bill by the due date listed on the front 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
Until
6/30/2021**

Sanitary District Public Utility Easement Access

In the last few months, the Sanitary District has been clearing vegetation to make access roads through many of the washes in Town to clean and inspect sewer lines. These sewers and access roads are all within legally designated Public Utility Easements (PUEs). We ask residents to keep in mind the following:

- The access is needed to inspect and clean sewer lines, most likely serving the homes on both sides of the canyon/wash.
- The District also looks for potential blockages in the sewer service line to each connected house.
- The District is cleaning sewer lines to address odors and clear the lines of debris that build up over time.
- Access to this critical infrastructure is necessary to maintain sanitary conditions and protect public health.
- The access roads provide a side benefit of a fire break in case of a wildfire and potential access for emergency firefighters if needed. Otherwise, they would have no access.

The Effects of Water Softeners on Our Water Supply

Next time you fill your water softener with a heavy bag of salt, stop to think about where it goes. Did you know that water softeners add approximately 1 MILLION POUNDS of sodium to the wastewater collected in Fountain Hills in just one year?

The Sanitary District recycles every drop of wastewater collected in Town. All of the sodium from water softeners ends up in the recycled water supply, which is used for irrigation at some of our local parks and golf courses. Long-term exposure to elevated sodium levels can burn, damage or kill grass, shrubs, and trees. Here are a few ideas on how you can help:

- Use potassium chloride, instead of sodium chloride, in your water softener. It is more expensive, but reducing sodium discharge to the sewer ultimately helps our local parks and golf courses.
- Check to see how often your water softener is set to regenerate. Typically, softener units are configured to regenerate more often than is necessary, causing more salt to be released into the sewer. Reducing how often the system regenerates can reduce how often you buy salt, saving both money and our local turf!
- Other solutions are to install a device that softens water without using salt or contracting with a company that performs offsite regeneration. Contact your water softener supplier for more environmentally friendly options.

Late Fees Suspended Through June 2021

In April 2020, The District suspended the \$25.00 late fee and interest charges to any account that was past the due date.

In December 2020, the District Board decided to extend the late fee suspension period through June 30, 2021.

Please Do Not Flush Prescription Drugs

To dispose of your expired, unused, or unwanted prescription pills, drop them off at the Maricopa County Sheriff's Office (MCSO) permanent drop box. The box is located in the lobby of Town Hall and is accessible during regular business hours. Please, no liquids, creams, or needles.

Properly disposing of unwanted prescription pills helps to prevent misuse and protect the environment.

Sewer User Fee Increase Starts This Quarter

At the Public Meeting held in June 2020, a Sewer User Fee increase of \$1.00 per month was approved to start January 1, 2021. The new monthly rate is \$29.00 billed quarterly. The new quarterly rate of \$87.00 is reflected with this billing.