



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 (a separate convenience fee of 1.5% applies) or an E-Check (a separate \$1.00 fee applies) at www.az-fhsd.gov.

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.

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, 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.

Increased Activity At Manholes

The Sanitary District has undertaken a few projects to improve our services and maintain the sewer infrastructure in the most cost-effective way. These projects mean you may notice more people accessing manholes than before. The following is a listing of current Sanitary District projects:

- 1. GPS Field Locating all Manholes** – Accurately locating a manhole can be critical in times of emergency. Over time, manholes can get covered up by vegetation, landscaping, or paving, making them difficult to find in times of emergency. The District is currently using a pole-mounted GPS (global positioning system) unit to locate all manholes within inches of accuracy. An accurate location of all manholes allows District staff to better map and identify manholes, leading to improved maintenance records. Accurate maps are necessary to respond quickly to back-ups or other service emergencies. To date, the District has located, via GPS, nearly 75% of the 5,400 manholes in its system.
- 2. Pest Control for Sewer** – The Sanitary District has contracted with Peoria Pest Control to perform roach control at every manhole within the Sanitary District. Each manhole will be coated with a long lasting roach repellent which will last up to two years. By contracting out the needed pest abatement service to a specialized company, Peoria Pest Control will be able to treat a greater number of manholes quickly and cost-effectively.
- 3. Sewer Assessment Study** - The District has initiated a sewer study to identify areas with pipe blockages. This assessment is done by inserting a sound transmitter at one manhole and a receiver at a second manhole. The frequency and delay of sound waves indicate the amount of blockages that result from a buildup of grease, roots, wipes, or other debris. This assessment can be accomplished much quicker than traditional line-flushing and video inspection of sewer pipes. It only requires walking access to a manhole rather than bringing in large sewer cleaning trucks and equipment. A rapid assessment allows the District to address high-priority areas first and not spend time as well as resources in areas with no issues.

Attention Residents with Manholes on Private Property:

Over the next three months, the District needs access to all manholes in order to complete the projects above. There are many areas where manholes and portions of the sewer system were constructed in utility easements between properties, not in the street or public right-of-way. Often these easements get fenced into private property, resulting in manholes located in residential backyards. District staff will escort all outside contractors and be present for any questions or concerns. Crews will need walking access to the manholes, preferably through a side or rear-yard gate. Vehicle access to the manholes will not be required at this time. Please prepare by clearing any stored items which block access to the manhole. Thank you for your assistance by providing the needed access.

National Prescription Drug Take Back Day

Dispose of unused or unwanted prescription pills on **Saturday, October 29, 2022**, at the Town Hall parking lot between the hours of **10:00 a.m. - 2:00 p.m.** Please, **no liquids, creams, or needles.** Seal unused pills in a clear plastic bag.

If you miss this event, 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. Properly disposing of unwanted prescription pills prevents misuse and helps protect the environment.

Welcome Back Seasonal Residents

The Sanitary District hopes you had a great summer. We offer a couple reminders as you return 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 and email address.
- Sewer user fees are billed and mailed quarterly in January, April, July, and October to property owners regardless of usage or occupancy.