



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 enroll.
- 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.

Prescription Drugs

October 29, 2022, was the National Prescription Drug Take Back Day. The Fountain Hills Maricopa County Sheriff's Office (MCSO) collected 26.8 lbs of prescription pills in four hours that day. MCSO drop box has collected 85 lbs for the three months of October, November, and December. **Thank you**, Fountain Hills residents, for keeping prescription pills out of the sewer and protecting our environment.

Here are some reminders of how to dispose of prescription drugs:

- DO:** Place pills in a plastic bag and drop off at the MCSO drop box (in Town Hall Lobby).
- DO:** Tape needles and bottles of liquids, then dispose of them in the trash.
- DO NOT:** Flush liquids or pills down the toilet or drain.

Low-Income Assistance Program

The Sanitary District has a Low-Income Assistance Program (LIAP) designed to assist full-time-resident homeowners with low-income with their utility costs (some restrictions apply).

We also partnered with the Tempe Community Action Agency (TCAA) which administers the County's utility assistance program for Fountain Hills residents. Information on TCAA and what they offer has become more accessible now that they have joined the Fountain Hills Chamber of Commerce.

For information about the program, please visit our website at <https://www.az-fhsd.gov/rates-fees-billing-information/sewer-service-fees/> or call our billing office at 480-837-9444 Monday - Friday, 8:00 AM - 5:00 PM.

Sewer Assessment Continues Through January

The Sanitary District recently began conducting a system-wide sewer study to identify sewer pipes with deficiencies or 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 presence of blockages that result from a buildup of grease, roots, wipes, or other debris. This quick assessment can be accomplished much quicker than traditional line-flushing and CCTV 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 first address the areas in most need, and not spend time and resources in areas with no problems.

The assessment will continue through the month of January. The District will need access to all manholes on private property and in easements in order to complete the assessment.

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 and empty scraps into the trash can.

Automatic Payment Enrollment

The Sanitary District has updated its practice to accept automatic payment enrollment online, directly from our website. The process used to require a form to be printed, filled out and mailed, emailed, or faxed back. Now you can go directly to the website and securely complete the form online to enroll.

Automatic payment is a secure electronic bank-to-bank payment from a checking or savings account. If you elect to pay your sewer user fees this way, the Sanitary District will deduct the quarterly fees on the due date from your bank account. This form of payment avoids the \$25.00 late fee, having to remember to pay it (as it is only billed quarterly), and no stamps are required. Sign up today at: www.az-fhsd.gov/automatic-payment-form/