



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.

Sewer Laterals

A sewer lateral is the pipe that connects your home's plumbing to the sanitary sewer main line, usually located in a street or wash in Fountain Hills. This crucial pipe transports all of the wastewater from your home to the main line that sends it to the treatment facility, where it's treated and then reused to irrigate our local parks and golf courses.

The homeowner is responsible for the care and maintenance of the sewer lateral up to their property line. Any blockages or broken pipes on private property must be repaired by a professional plumber.

Some tips on how to help maintain the sewer laterals are:

- Don't wash grease down the drain. It will solidify inside your pipes, eventually build up, and clog the line. Put grease in the trash.
- Keep food waste out of the drain. Most food waste is heavier than other waste normally intended for sewer lines. This waste can gather in the line and cause a build up. Put food waste in the trash.
- Only flush toilet paper. Even products that say they're flushable, such as wipes, should not be flushed. They can get caught in the lateral and continue to build up. Put wipes in the trash.
- Properly dispose of non-food items in the trash. Items like paper towels, hygienic wipes, feminine products, dental floss, and hair, to name a few, do not deteriorate quickly and will build up over time, clogging the pipe. Put non-food items in the trash.
- Keep your lateral pipe root-free. Tree roots will grow down to your pipes seeking the water, causing a backup or crushing the pipe. Do not plant landscaping within 10 feet of your lateral.



Sewer User Fee Increase

The Sanitary District is experiencing significant inflation in the cost of necessary supplies to safely collect and treat wastewater. Beginning July 1, 2023, monthly sewer user fees will increase by \$3 per month for residential users. Non-residential sewer user fees increase vary by use category. The new monthly sewer user fee is \$33.00 per month for residences, billed quarterly. The new quarterly fee is \$99.00 and is reflected in this quarter's invoice. Quarterly billing occurs in January, April, July, and October of each year.

The Sanitary District reviews its Fee Schedule annually. The Fee Schedule is then subject to a Public Hearing, open for public comment, before formal adoption. A Public Hearing was held on May 18, 2023. The Fee Schedule and annual budget were adopted on June 21, 2023.

Low-Income Assistance Program (LIAP)

The Sanitary District offers a Low-Income Assistance Program to provide a 25% discount on the monthly residential sewer user fees. This program is designed to assist full-time-resident homeowners with low-income with their monthly utility costs (some restrictions apply).

For more information on the Low-Income Assistance Program, please contact the District Office at 480- 837-9444 Monday through Friday between 8:00 AM to 5:00 PM. Or visit our website for complete details on the requirements at <https://www.az-fhsd.gov/rates-fees-billing-information/sewer-service-fees/>

Prescription Drugs

April 22, 2023, was the National Prescription Drug Take Back Day. The Fountain Hills Maricopa County Sheriff's Office (MCSO) collected **64.8** lbs of prescription pills in four hours that day. **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.