



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-Thursday 7:00 AM-4:00 PM and Friday 7:00 AM-1:00 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.

Office Hour Change

The District office is now open Monday-Thursday 7:00 AM-4:00 PM and Friday 7:00 AM-1:00 PM.

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—Thursday 7:00 AM—4:00 PM and Friday 7:00 AM—1:00 PM.

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.

RV DUMP STATION

RV waste is prohibited from being dumped directly into the sewer system. The Sanitary District offers a place to properly dispose of the waste at our RV Dump Station located adjacent to the District office at 16941 E. Pepperwood Circle. The hours of operation for the RV Dump Station are Monday through Thursday **7:00 AM to 3:00 PM**, Friday's **7:00 AM to 12:00 PM**, excluding holidays.

This service is free to Fountain Hills residents. There is a \$5.00 fee for non-residents and a \$25.00 fee for commercial entities. Anyone wanting to use this service must first check-in at the office.

Residential Sewage Ejector Pumps

If your home is built on a hillside below the street level or if it has a basement with a bathroom, chances are you have a Sewage Ejector Pump. A Sewage Ejector Pump is necessary when a portion or whole home is built below the main sewer pipe, typically buried in the street. First, a small holding tank collects waste from drains and toilets. Then, a small pump conveys both liquid and solid waste up and out to the sewer. Here's some facts most don't know about residential sewage ejector pumps:

- A private sewage ejector pump and tank is the responsibility of the homeowner, not the Sanitary District.
- Make sure to have it thoroughly checked out by a knowledgeable home inspector or plumber if purchasing a property.
- Just like an air conditioner or roof, sewage pumps have a finite life and must be replaced at some point.
- Don't flush wipes or any other material that won't break down in water. It could clog the pump and cause a sewage back-up into your house.
- Don't dispose of cooking fat, oil, or grease in your drain. It can solidify in the tank or pump, causing a back-up.

New On-Line Payment Option

Fountain Hills Sanitary has a new and improved online payment option! Invoice Cloud offers many features and benefits to make it easy and simple to pay your bill. For more information, please visit <https://www.az-fhsd.gov/pay-my-bill/>