



## 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](http://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: *Suspended Due To COVID-19***  
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 the 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](mailto:fhsd@az-fhsd.gov) to ensure your account information is up to date.

**Suspended  
Until  
12/31/2020**

## Low-Income Assistance Program

In January 2019, the Sanitary District started a Low-Income Assistance Program (LIAP) to assist low-income homeowners with their sewer bill.

We partnered with the Tempe Community Action Agency (TCAA) that 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 [www.az-fhsd.gov](http://www.az-fhsd.gov) or call our billing office at 480-837-9444 Monday - Friday, 8:00 AM - 5:00 PM.

## Financial Response to COVID-19

In response to the significant financial impact of the national effort to address the COVID-19 virus pandemic, the Board of Directors of the Fountain Hills Sanitary District has made the following two decisions to help its customers:

1. As of March 19, 2020, the District will suspend charging late fees and interest penalties for late payments through the end of the calendar year. This does not apply retroactively to existing overdue balances and fees prior to March 19, 2020.
2. The Board has decided to postpone a \$1 per month Sewer User Fee increase previously planned for July 1, 2020. The Sewer User Fee increase is needed to keep pace with the rising costs of providing the critical service of wastewater collection, treatment, and recycling. Economic conditions will be monitored closely, and the fee increase will be delayed until a later date.

## 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.

## Help Us Maintain A Healthy Sewer System For Our Community and Environment

The Sanitary District would like to remind the Fountain Hills community to be aware of what is flushed down the drain. If a blockage occurs in the plumbing on private property, the property owner is responsible for those costly repairs.

### **Do Not Flush Wipes**

Just because the packaging on disposable wipes says, "flushable," does not mean they are degradable. The wipes do not break down as it travels through the sewer on its way to the treatment plant. Toilet paper is specifically designed to breakdown as it travels. The fibrous material in wipes can get caught up on the smallest thing and starts to collect, creating a significant back-up in the sewer system's pipes and pumps.

Please do not flush bathroom wipes, baby wipes, or cleaning wipes down the toilet. Please discard all used wipes in the trash.

### **Fats, Oils, and Grease (FOG)**

Properly dispose of FOG products in the trash, not down the drain. Mix FOG with absorbent materials such as paper towels, coffee grounds, or kitty litter and place in the trash. Scrap food from plates and pans into the trash and not into the garbage disposal.

### **Hazardous Waste**

Disposing of hazardous materials such as household chemicals, cleaning paint, cement, stucco, and pool grout down a drain will impact not only your sewer pipes but also the Sanitary District's ability to provide safe and reliable wastewater service. Please clean tools properly and take all household hazardous waste to a collection facility or collection event.