



## Other Helpful Resources and Information

To accomplish our mission, SD1 partners with a variety of stakeholders, including individual customers. By following the tips below, you can protect your home's plumbing while also helping SD1 protect public health, property and the environment and support the community's economic vitality.

- ▶ To protect your plumbing, the public sewer system and the environment, never flush or pour grease, oil, chemicals, "flushable" wipes or other personal hygiene products down your toilets or drains.
- ▶ When cleaning out your medicine cabinet, properly dispose of expired or unused medications at special drop-off

boxes located throughout the region. This will help protect the wastewater treatment process.

- ▶ Clean debris from your storm drains to reduce street flooding, prevent clogs in pipes and avoid backups.
- ▶ When cleaning out your garage or basement, properly dispose of unwanted household hazardous waste, such as paint and chemicals. Never pour these substances down a drain.
- ▶ Identify utility lines and pipes before you begin any outdoor projects. Accidentally hitting an underground sewer line can cause unnecessary headaches.

Please note that SD1 does not provide trash collection or recycling services. SD1 also does not supply the clean water that comes through your tap or faucet. Trash collection, recycling and clean water are provided by separate utilities.

Visit [www.sd1.org/resources](http://www.sd1.org/resources) for more information about these tips, contact information, prescription drug drop-off locations and tips for handling household hazardous waste.



## Welcome to SD1: Your Wastewater and Storm Water Utility



SD1  
1045 Eaton Drive  
Ft. Wright, KY 41017  
859-578-7450  
[www.sd1.org](http://www.sd1.org)



## Proudly Serving Our Customers

SD1 takes pride in providing Northern Kentucky with reliable wastewater and storm water services 24 hours a day, seven days a week. We, the employees of SD1, are a part of your community, and we know our services are vital to make our region a safe, prosperous and desirable place in which to live, work and play. SD1 not only collects and treats your wastewater, the water that goes down the drains and toilets inside your home, but we also work with community leaders to manage flooding, erosion and water pollution caused by storm water runoff from rain and snow melt.

To provide these services, SD1 bills customers for sanitary sewer service and storm water service. When you registered for water service with your local water district, you also activated your SD1 account.

## Understanding Your SD1 Bill

### **Explaining your sanitary sewer service charge:**

The flow of wastewater from Northern Kentucky homes and businesses never stops. That's why SD1 works around the clock to ensure water flushed and drained from your home is safely and effectively carried to our treatment plants for cleaning. The sanitary sewer service charge on your bill supports this service.

SD1's billing method aims to charge customers only for the water they use that enters the sanitary sewer system. This way we avoid charging customers for water they may use outdoors during typical spring and summertime activities, like washing a car or watering the lawn. SD1 works with your local water district to measure your water usage during a 90-day period between the months of October and April, when you likely use less water indoors than outdoors. The sanitary sewer charge on your SD1 bill is then set in May for the entire year based on your water usage during this 90-day period.

When your account is newly activated, you will be billed at a default rate until your water usage in this 90-day period is established. The default rate for residential customers is based on a typical household usage in Northern Kentucky of 6 hundred cubic feet (HCF).

### **Explaining your storm water service charge:**

SD1 understands that growth and development are essential to our community, but when precipitation falls on hard surfaces like rooftops, streets and parking lots, it is unable to soak into the ground. Trees and other vegetation naturally soak up and slow the flow of storm water, and in their absence the water "runs off" these hard surfaces, creating flooding and erosion problems. As it flows over the land, storm water also picks up any trash, debris and pollutants in its path and carries them to the nearest body of water, degrading water quality.

The storm water service charge on your SD1 bill is a flat fee that supports the management of flooding, erosion and water quality issues caused by storm water runoff in SD1's storm water service area. Every property with a roof, driveway or other impervious surface on it contributes to these issues. As a result, SD1 calculated the average amount of paved or impervious area on residential properties in our service area, and we charge properties a standard monthly fee based on this average.

For more information and to view a map of SD1's storm water service area, please visit [www.sd1.org/stormwater](http://www.sd1.org/stormwater).

## Paying Your SD1 Bill

We know convenience is important to our customers, so SD1, in partnership with Paymentus, offers a variety of ways to pay your bill:

- ▶ **By phone** through our automated phone system 24/7 by calling 1-844-508-3528.
- ▶ **Online** by registering with Paymentus at [www.sd1.org/paymentoptions](http://www.sd1.org/paymentoptions). Register for automatic withdrawal or to receive an e-bill, or make a one-time payment without registering.
- ▶ **By mobile device** by downloading our app, SD1 Mobile. Use the app to set up account alerts, schedule automatic withdrawal or make a one-time payment. The app is available for both iOS and Android users via the App Store and Google Play.
- ▶ **In person** at SD1's main office at 1045 Eaton Drive in Ft. Wright during business hours, Monday through Friday, 8 a.m. to 4:30 p.m. You can

## **Need more information about your bill?**

If you have questions about your SD1 bill, our customer contact agents are available at 859-578-7450 during SD1's business hours, Monday through Friday, 8 a.m. to 4:30 p.m. They also can help you determine the specific 90-day period during which we measure your water usage to calculate your sanitary sewer service charge and provide more details about your storm water bill. To view SD1's current sanitary and storm water rates, visit [www.sd1.org/billing](http://www.sd1.org/billing).

also pay your SD1 bill at any Northern Kentucky BB&T branch. Please note: You must bring the payment stub from your bill with you to process your payment at a BB&T branch.

- ▶ **By mail** to SD1, P.O. Box 12112, Covington, KY 41012-0112. For your convenience, SD1 includes a self-addressed payment envelope in every paper bill.

SD1 accepts payments by credit or debit card, cash, e-check or check. Please note that SD1 accepts only Visa, MasterCard and Discover.

