Help Protect Your Home and Its Plumbing

You can protect your home’s plumbing while also helping SD1 protect public health, property and the environment.

- Clean debris from your storm drains to reduce street flooding, prevent clogs and avoid backups.
- Properly dispose of unwanted household hazardous waste, such as paint and chemicals.
- Identify utility lines and pipes before you begin any outdoor projects. Accidentally hitting an underground sewer line can cause unnecessary headaches.

Visit our website for more helpful tips. You’ll also find information about SD1 programs, prescription drug drop-off locations and tips for handling household hazardous waste.

Note: 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.
Proudly Serving Our Customers Since 1946

Sanitation District No. 1 works around the clock, 365 days a year to manage Northern Kentucky’s wastewater and storm water. We know our services are vital to make our community a safe, prosperous and desirable place in which to live, work and play. Thus, SD1 collects and treats your wastewater — the water that goes down the drains and toilets inside your home — and works with community leaders to manage flooding, erosion and water pollution caused by storm water runoff. When you registered for water service with your local water district, you also activated your SD1 account.

Your SD1 Bill

Residential customers may notice these four charges:

**Sewer Service - Base Rate**
The base rate is the same for all residential customers. This charge covers fixed costs that do not change based on water usage. It includes the first 2 hundred cubic feet (HCF) of wastewater treatment, or about 1,500 gallons of water.

**Sewer Service - Variable Rate**
Customers that use more than 2HCF per month will see a variable rate for each additional hundred cubic feet, based on your Winter Usage Factor.

**Environmental Surcharge**
This fee helps fund Clean H2O40, the overflow mitigation program required under the federal Clean Water Act. This fee will disappear when SD1’s overflow mitigation program is complete.

**Storm Water Fee**
The storm water service charge on your SD1 bill is a flat monthly fee that supports the management of flooding, erosion and water quality issues caused by storm water runoff in SD1’s storm water service area. This fee is based on the average amount of impervious, or developed, area for residential properties of land.

SD1 Uses a Winter Usage Factor

We aim to charge customers only for the water they use that enters the sanitary sewer system. The Winter Usage Factor reflected on the residential Sanitary Sewer Variable Rate charge helps us avoid billing customers for water they may use outdoors during typical spring and summer 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 November and April. The Variable Rate charge on your bill is then set in July for the next 12 months based on your water usage during this 90-day period. When your account is newly activated, your Variable Rate charge will be based on the average household water usage in Northern Kentucky.

Customers can request their usage factor be reviewed by going to reconsider.sd1.org and choosing “Sanitary Sewer Service: Leak or Winter Factor Adjustment.” Note: SD1 requires a 90-day period of water usage to re-evaluate your Winter Usage Factor.

Non-Residential Customers

Sanitary sewer service is billed year-round based on your actual water usage. Non-residential storm water customers are billed monthly or quarterly and are charged the current Storm Water Fee for every 2,600 square feet of impervious area on the property.

Ways to Pay

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

- By phone through our automated phone system at 1-844-508-3528, available 24/7.
- Online at sd1.org. Go to our customer portal by clicking “Manage Your Account.” Make a payment, register for e-bills, set up account alerts or schedule automatic withdrawal.
- Through our app, SD1 Mobile. Make a payment, register for e-bills, set up account alerts or schedule automatic withdrawal. 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, KY during business hours, Monday through Friday, 8 a.m. to 4:30 p.m.

By check at all Northern Kentucky BB&T branch locations. “You must have the payment stub from your bill with you in order for the payment to process. Cash payments are only accepted for BB&T customers.

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. We only accept Visa, MasterCard and Discover.

Sign Up for E-Bills

Going paperless is quick and easy. Be sure to have your SD1 account number and follow these simple steps:

1. Visit sd1.org and click “Manage Your Account.”
2. Log in to Paymentus or create an account under “Register Now.”
3. Once logged in, enter your SD1 account number and choose an e-bill notification method.

Learn More About Your SD1 Account:

Visit Our Website: View more information about SD1’s rates and fees by visiting sd1.org.

Email Us: Send your questions or concerns to info@sd1.org.

Call Us: Our Customer Care agents are available to assist you at 859-578-7450 during regular business hours, Monday through Friday, 8 a.m. to 4:30 p.m. Note: Agents cannot process payments.