

OUR PAYMENT ADDRESS IS CHANGING

The District has a new provider for the processing of check payments. Please update any online bill payment information and help us ensure that all check payments are being sent to our new provider's address:

**P.O. Box 7655
San Francisco, CA 94120-7655**

SUMMER NEWS 2022

5807 Springview Drive
Rocklin CA 95677
916-786-8555
www.spmud.ca.gov



SEWER PROBLEMS?

If you are experiencing a sewer problem, such as plumbing backing up, slow drains, sewer overflowing either inside your home or from the sewer clean out

PLEASE CONTACT US IMMEDIATELY

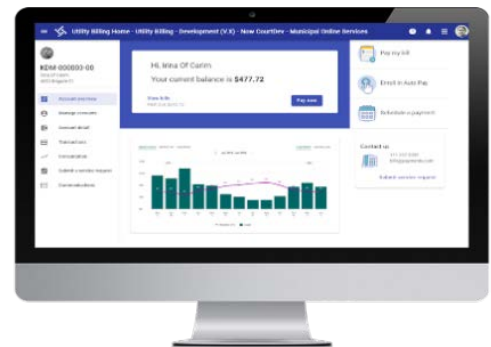
916-786-8555

SPMUD crews will determine whether the problem is the District's to resolve or whether you should call a plumber. SPMUD has staff on-call 24/7 to address these sewer related issues. There is no charge for this service.

EMAIL ADDRESS NEEDED TO MANAGE CREDIT CARD AUTOPAY

In June of 2021, the District transitioned all credit card autopay services to the SPMUD Online Utility Payment Portal. There are many benefits to being enrolled in SPMUD Online Utility Payments such as managing your credit card information, receiving email notifications and reminders, and viewing your payment history and past statements.

If your account was automatically transitioned to the SPMUD Online Utility Payment Portal but we did not have an email address on file for you, your draft has continued to work as always until such time as your card expires or becomes inactive. **Please note that without an email address on file you will not receive email notifications if your card does not draft properly.** Please access the portal to add an email address and make changes at <https://spmud.ca.gov/customer-service> by clicking Pay Online. You will need to provide your email address, utility account number, and last payment amount to set up your online account.



This change applies to credit card payments only. Automatic bank drafts are not impacted by this change. Any changes to bank drafts will still need to be made over the phone at 916-786-8555.



WHAT IS A PLCO?

One of the tenets of the District's Mission is to provide excellent sewer service to you, the customers of the South Placer Municipal Utility District.

The District accomplishes this by effectively operating and maintaining the sewer system located in the public right-of-way. Property owners are responsible for the sewer pipes that are located on their private property. The District is responsible for the public sewer pipes that are located outside of private property. The transition between the private sewer and the public sewer happens at the property line, which is often the edge of the sidewalk closest to the building. The District requires an access point to the sewer system at this location. This access point is called a Property Line Clean Out (PLCO). The PLCO is often located within two feet of the sidewalk.

Every month District staff access hundreds of PLCOs to assess the condition of the public sewer, perform maintenance activities, and respond to emergency service calls to ensure uninterrupted sewer service to you, our customers. For this reason, it is critical that you ensure that the PLCO is always readily accessible. This means that the PLCO cannot be buried under dirt or grass, paved over with a walkway or driveway, or covered with items such as weed fabric, bark, rocks, shrubs, or potted plants. If you have questions about your PLCO, please do not hesitate to contact the District at (916) 786-8555. Through our combined efforts we can help accomplish another tenant of the District's Mission, which is to protect public health and the environment.



UNCLAIMED PROPERTY

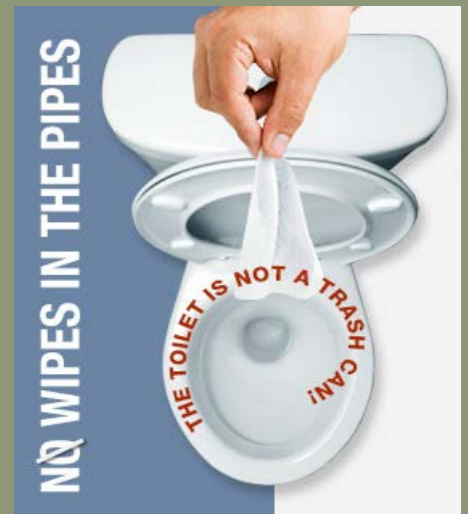
If you or someone you know has moved or sold property in the District, they may have an unclaimed refund. Monthly sewer service fees are prorated based on the date that the deed transfer is recorded with Placer County. In order to receive a refund on your inactive account, you will need to call 916-786-8555 and provide identifying information and an updated mailing address. A list of customers with unclaimed property can be found on the District website at <https://spmud.ca.gov/unclaimed-property>.



FREE FOG PICK-UP PROGRAM

Pour all used cooking oil and grease into a non-breakable container with a lid, such as a coffee can, label it as SPMUD/FOG and place it on your front doorstep. Then **CALL SPMUD** (916) 786-8212 for pick up!

Visit the District website for more information: www.spmud.ca.gov.



CALL US FIRST! (916) 786-8555 • AFTER HOURS LISTEN TO PROMPTS