



YOUR SEWER SERVICE PROVIDER

SPRING 2025

5807 Springview Drive * Rocklin, CA 95677 * (916) 786-8555 * www.spmud.ca.gov

A LETTER FROM OUR NEW GENERAL MANAGER



Dear SPMUD Customers,

I am honored to serve as the new General Manager of the South Placer Municipal Utility District and to work alongside a dedicated team committed to fulfilling our mission to protect public health and the environment, provide excellent customer service, and prepare for the future. Having worked at SPMUD for the last decade, I gained an appreciation for the various responsibilities required to effectively collect and convey wastewater from homes and businesses to be safely treated before being returned to the environment. The SPMUD team remains focused on providing you with the same high level of service you've come to expect.

Every day, SPMUD works to ensure our infrastructure operates smoothly, meeting the highest standards of safety, performance, and regulatory compliance. As we maintain and improve our system and programs, we value your input and partnership in keeping our waterways clean and our community safe. I'd like to take this opportunity to share some of SPMUD's strategic priorities for the upcoming year.

- * SPMUD recognizes that we are entrusted to appropriately use the public funds collected from you, our customers. Planning for the use of those funds through an approved budget and reporting on the actual use of those funds through a financial audit are critical to maintaining that trust. SPMUD has received awards for its annual budgets and comprehensive financial reports from the Government Finance Officers Association (GFOA). This year SPMUD submitted its budget, comprehensive financial report, and popular financial report to be considered a GFOA Triple Crown winner. Of all the cities, counties, special districts, agencies, and commissions in the state, only around forty receive the GFOA Triple Crown award each year.
- * All public sewer collection systems in California operate under a general order from the State Water Resources Control Board. The primary objective of this order is to limit the impact of sewer spills on public health and the environment. The order requires each agency to have an individualized plan for managing its collection system to limit spills. This year SPMUD will be reevaluating its current plan and updating proposed changes to comply with regulatory requirements.
- * SPMUD is also improving the ways in which we communicate with our customers, stakeholders, and the general public. We want to effectively relay important information to you, involve you in our decision-making, and share our successes. We are developing a Strategic Communications Plan to guide our outreach efforts and look forward to sharing the results with you in the coming year.
- * SPMUD is continually looking to reduce the cost of ownership of the sewer system to you, our customers. We are proud to say SPMUD has consistently had one of the lowest (if not the lowest) monthly service rates in the region for over ten years. The ability to provide a high level of service at a reasonable monthly charge depends on many factors—including the thoughtful planning and execution of construction projects to renew the system as it ages. SPMUD has multiple projects planned for construction in 2025.

We encourage you to stay informed about our strategic priorities, ongoing projects, and customer service efforts. Please contact us with any questions or concerns. We are here to serve you. Thank you for your support and trust in the South Placer Municipal Utility District.

Sincerely, Eric Nielsen

SEWER PROBLEMS? CALL US FIRST (916) 786-8555

If you are experiencing sewer backups or an overflow inside your home, near a clean out, or manhole— please call us first. SPMUD has staff on-call 24/7 to respond to sewer emergencies.

THE DOS & DON'TS OF A SEWER EMERGENCY

For most people, the sewer system is out of sight, out of mind until something goes wrong. There's never a good time for a sewer emergency, but if you have toilets that won't flush, showers that won't drain, or encounter a sewage spill, follow the advice from the SPMUD field crew:

- ✓ **Do stop using water at the property.** This includes turning off any dishwashers and washing machines.
- ✓ **Do call SPMUD immediately.** We are available 24/7 at **(916) 786-8555** and will respond to your address in 1 hour or less. There is no additional charge for a service call. Contact us before calling a plumber.
- ✓ **Do keep people & pets away** from the contaminated area whenever possible.
- ✓ **Do not wait to call us.** The faster we are notified, the faster we will be on site & the sooner we may be able to resolve any issues on the public line.
- ✓ **Do not attempt to clean up sewer spills** or overflows outside of your residence. We appreciate your help, but it can make our job harder once we are on site.
- ✓ **Do not open any clean outs or sewer access points** as they may be under pressure from backed up sewage.

SLAM DUNK SAVINGS

Your old toilet is wasting water.
Sub it out for a high-efficiency MVP!



Get a \$100
rebate for a
toilet upgrade
pcwa.net/rebates

Avoid the foul flush!
Shoot the 3 P's:
Pee, Poop, and Paper
spmud.ca.gov



NEW POPULAR FINANCIAL REPORTS

The District has released its first Popular Annual Financial Report (PAFR). This report provides a highlighted summary of the information in the Annual Comprehensive Financial Report and is specifically created to be readily accessible and easily understandable to the general public and other interested parties without a background in public finance. The development and circulation of the PAFR supports the District's commitment to transparency and good governance. The report is available in print at our Rocklin office and online at <https://spmud.ca.gov.popular-annual-financial-reports>.



Contain, don't drain.

LiveSewerSmart

Cities of Auburn | Colfax | Lincoln | Roseville
Placer County | SPMUD

Board Meetings:

SPMUD is an independent public agency governed by an elected Board of Directors. Directors represent each of the five wards within the District and are elected by voters to four year terms.

Ward 1:
Ward 2:
Ward 3:
Ward 4:
Ward 5:

Gerald Mitchell
William Dickinson
Christy Jewell
Michael Faria
Jack Arney

The SPMUD Board of Directors meets regularly at 4:30PM on the first Thursday of each month at the SPMUD Headquarters (5807 Springview Drive, Rocklin 95677). Notices, agenda items, and prior meeting minutes are available

Mail Payments:

P.O. Box 7655
San Francisco, CA 94120

Inquiries & Billing: (916) 786-8555
Pay by phone: 833-273-7454

Location:

5807 Springview Drive
Rocklin, CA 95677

Inspections & FOG: (916) 786-8212
Sewer Emergency: (916) 786-8555