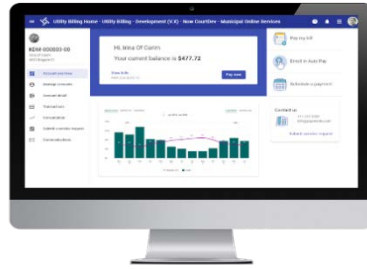


### CHANGES TO AUTOPAY

Due to software upgrades, the District will no longer be able to manage credit card auto-payment drafts on your behalf. **There is no immediate action required from you.** All customers currently on



autopay will automatically be transitioned to autopay services through the SPMUD Online Utility Payment Portal with payments processed beginning June 1st.

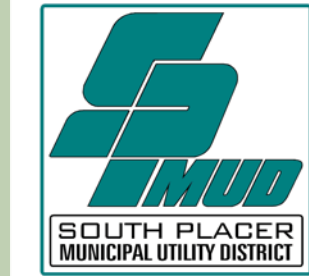
There are many benefits to being enrolled in SPMUD Online Utility Payments such as managing your credit card information, receiving email notifications and reminders, and viewing your payment history and past statements.

**If we have your email address on file,** you will receive an email before your scheduled draft with a link to the website where you will be able to manage your recurring payment. Your email address will be used to log into the new system and manage your payment.

**If we do not have your email address on file,** your drafts will continue to work as always, but you will not receive email notifications or confirmations. If you would like, you can 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 and will continue to be managed by District staff on your behalf. Any changes to bank drafts will still need to be made over the phone.*

To provide your email address or opt-out please contact 916-786-8555.



5807 Springview Drive  
Rocklin CA 95677  
916-786-8555  
[www.spmud.ca.gov](http://www.spmud.ca.gov)

### SPRING NEWS 2021

#### 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.**

Living Sewer Smart means taking simple actions to reduce potential sewage spills which can create a stinky mess in your home and be extremely expensive to clean-up. In some cases, substantial back-ups can lead to sewage draining down the curb and into the stormwater system that can contaminate nearby creeks.

Visit the Live Sewer Smart website ([www.livesewersmart.com](http://www.livesewersmart.com)) for further tips on proper ways to reduce impacts to the sewer system.

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



### LIFELINE LOW INCOME RATE ASSISTANCE PROGRAM

Did you know that the South Placer Municipal Utility District has a Low-Income Rate Assistance Program for income qualifying single family residential customers?

For property owners within the District to qualify for the \$5/month rate assistance, customers must own and occupy the residence and provide proof of eligibility and participation in the PG&E California Alternate Rates for Energy (CARE) Program. The SPMUD program is limited to the first 500 customers who qualify. If more than 500 households apply and qualify, households shall be selected by random lottery.



**LOW INCOME ASSISTANCE**

### CEASE THE GREASE

FOG (Fats, Oils & Grease) generation is a consequence of cooking and also occurs naturally in many foods. FOG can be found in cooking oil and shortening, meat fats and juices, dairy products, just to name a few. FOG clogs occur when grease is washed into the plumbing system, usually through the kitchen sink, and gets stuck inside pipes once it cools and solidifies.



Even small amounts of FOG stick to sewer pipes and accumulate over time, restricting or blocking the flow of sewage. A sewer backup can overflow into streets and into homes, creating public health hazards and potentially damaging properties, the environment, and local waterways.

FOG should not be thrown in the trash. Because Placer County uses the One Big Bin approach, adding FOG to the bin could inadvertently contaminate valuable recyclable materials.



### 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!

See the District website for more information, [www.spmud.ca.gov](http://www.spmud.ca.gov).



### DON'T Flush

- Baby & Facial Wipes**
- Cotton Swabs**
- Dental Floss**
- Cleaning Wipes**
- Bandages & Sticker Backs**
- Cigarette Butts**
- Tampons & Applicators**
- Maxi Pads & Wrappers**
- Hair**
- Teeth Whitening Strips**
- Paper Towels**
- Prescription Medicine**

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