



PRESS RELEASE

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FOR IMMEDIATE RELEASE

SPMUD Responds to COVID-19 Threat

(Rocklin, CA 2020) In response to the threat of a COVID-19 outbreak, SPMUD has announced changes to its business practices that may affect residents of Rocklin, Loomis, Penryn, Newcastle and a portion of Granite Bay.

In a prepared statement from SPMUD General Manager, Herb Niederberger, “Sewer service to the communities served by SPMUD will continue to be seamlessly provided. Customers will still be able to flush their toilets, take showers and use their sinks and be assured that the waste is being effectively removed and treated. Customer service crews will still be responding to requests for service.”

Niederberger added, “We understand that toilet paper may be in short supply, but please remember not to flush alternatives to toilet paper, such as flushable wipes, Kleenex, facial tissues or other paper products. Anything other than toilet paper is non-dispersible and may combine with other waste products to clog sewer lines.”

As the safety of our employees and residents is of primary concern, SPMUD’s business office is currently closed to customers. For customer service and billing inquiries, customers are advised to call SPMUD at 916-786-8555 and leave a detailed message. SPMUD will prioritize these requests for service and respond to calls. If you are experiencing a sewer emergency, such as sewage spilling, sewage on the ground, your building plumbing is draining slowly, or your plumbing is completely blocked, please call the 24-Hour Emergency Service line, (916) 786-8555 and press OPTION #5. A SPMUD representative will respond promptly

Customers are advised to continue to pay their bills, either by phone, mail, online through the SPMUD website www.spmud.ca.gov, or via the drop box in front of the SPMUD business office located at 5807 Springview Drive, Rocklin, CA. No in-person payments will be accepted. In

addition, all new development and tenant improvement plan check shall be submitted electronically. Please visit the SPMUD website for additional submittal requirements. Those plan checks already under review will be completed and returned and construction may commence if SPMUD workforces are available.

Niederberger concluded, “SPMUD is committed to safety, continued maintenance of the sewer system, and providing the best service to our customers during this uncertain time.”

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South Placer Municipal Utility District was formed in 1956 pursuant to the California Municipal Utility District Act and provides sewer service to a population of approximately 75,000, living in a 30-square mile service area serving the City of Rocklin, the Town of Loomis and the unincorporated communities in Placer County of Penryn, Newcastle, and the Rodgersdale Area of Granite Bay. The monthly service charge is billed quarterly to property owners.