



YOUR SEWER SERVICE PROVIDER

FALL 2026

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

A MESSAGE FROM THE GENERAL MANAGER

As we move into the fall season, our District is proud to join communities across the state in celebrating California Water Professionals Appreciation Week. This annual recognition highlights the essential role that water, wastewater, and recycled water professionals play in protecting public health and ensuring safe, reliable service for all Californians.



Service is one of our District's core values, and it is exemplified by the remarkable team that shows up every day to support our community. We may not be a large organization, but our team achieves incredible things. Their dedication, professionalism, and commitment allow us to deliver responsive, reliable, and respectful service—consistently, and at one of the lowest monthly rates in the region. We have maintained this standard for more than a decade, and it is a direct reflection of staff's hard work.

I want to recognize and sincerely thank every member of our team. They devote their careers to this community, and their contributions make it possible for the District to serve you with quality, efficiency, and integrity.

Sincerely,
Eric Nielsen, PE, CSDM

PLUMBING PROBLEM PREVENTION

The holidays are a busy time of year for everyone—including our field crews. The festive season sees an increase in service calls and sewer backups. The good news? Many of them are preventable by following a few simple tips:

- * **Fats, oils, and grease (FOG)** should *never* go down the drain. Dispose of FOG by transferring it to a disposable container with a lid, label it SPMUD/FOG, leave it on your doorstep, and request a free FOG pickup by calling (916) 786-8212.
- * Add a drain strainer to the kitchen sink. Eggshells, potato peels, onion skins, coffee grounds, and starchy food scraps like rice or pasta can lead to clogs.
- * Flush only human waste and toilet paper. Wipes—even those labeled flushable—, paper towels, tissues, cotton balls, and feminine hygiene products do not dissolve and cause major blockages.

If a backup occurs, stop all indoor water usage and call us first at **(916) 786-8555**. Our field crews are always on standby for emergencies.

NEW SCADA SYSTEM

After a decade of planning, design, and construction, the District is pleased to announce the implementation of a new SCADA (Supervisory Control and Data Acquisition) system. The new system enables District staff to monitor, gather, and process real-time data, allowing crews to quickly start addressing potential issues before they even arrive on site. Flow recorders throughout the sewer system also send back data, which the District can use to model trends, minimize the risk of overflows, and predict maintenance needs. In the years to come, the new SCADA system will help improve staff efficiency, facilitate regulatory compliance, and protect both the environment and public health.



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.



CYBER SECURITY UPDATE

Cyber attacks on critical infrastructure, including utilities, are escalating globally. At SPMUD, protecting the sewer system from both physical and virtual threats is a top priority. The District is developing a new cybersecurity plan, which will outline the best practices in the digital age to keep utility data secure and your service reliable. You can help protect yourself, too:

- * Use strong, unique passwords for your online account and enable multi-factor authentication whenever possible.
- * Consider using a password manager app secured with a private PIN or biometrics (facial recognition or biometrics).
- * Keep your devices updated and your home Wi-Fi secured with encryption.
- * Beware of connecting to public Wi-Fi networks. Devices, including cell phones, are more easily compromised in public settings.
- * If you receive a call from an unknown phone number, let it go to voicemail. Legitimate callers can leave a message. If you decide to answer an unknown call, do not disclose personal or financial information.
- * Enable your carrier's free spam-blocking tools, add your number to the National Do Not Call Registry, and report suspicious activity.

SPMUD will never call, text, or email you asking for your password, account number, or payment details.

EXPANDED PAYMENT OPTIONS

The District has expanded its online payment options to include echecks. Customers can select this method by logging into their account at spmud.ca.gov and navigating to the 'Payment' tab. Customers who prefer to establish ACH autopay may do so by phone. Traditional paper checks will continue to be accepted in our office and by mail.



CHANGES TO LOW INCOME RATE ASSISTANCE PROGRAM

PG&E recently changed the eligibility criteria for its California Alternate Rates for Energy (CARE) Program. SPMUD offers a complimentary Low-Income Lifeline Rate Assistance Program (LIL) for qualifying single-family residential customers. To be eligible for the \$5 per month rate assistance on sewer services, customers must own and occupy the residence and provide proof of enrollment in PG&E's CARE program.

To apply for 2027, customers must submit a recent copy of their PG&E statement showing their enrollment in the CARE program and an SPMUD Low Income Lifeline Application to the District for review in January. This program is limited to the first 500 customers who qualify. Current LIL participants must reapply annually. LIL Applications are available for pickup during business hours at 5807 Springview Drive, or online at spmud.ca.gov/forms.

RECENT DISTRICT ACHIEVEMENTS

The District was again awarded the Triple Crown from the Government Finance Officers Association. Nationwide, fewer than 1% of government agencies achieve all three awards for Excellence in Financial Reporting, Outstanding Popular Annual Financial Report, and Distinguished Budget Presentation in a single fiscal year.



Our inspectors and field crews face physical, chemical, and biological hazards every day. In September, District staff officially marked 10 years without a single lost-time incident. This means there were no work-related accidents, injuries, or illnesses that prevented employees from carrying out their usual duties for over a decade.



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 on the District's website.

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

Inspections & FOG: (916) 786-8212