

SPMUD Responds to COVID-19 Threat

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

According to 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, effective immediately, SPMUD will close its business office 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.”



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

Newsletter

April 2020

Visit the Live Sewer Smart website for tips on proper ways to reduce impacts to the sewer system.

LiveSewerSmart.com



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.



The Public Advised to **NOT** Flush Disinfecting Wipes, Paper Towels down Toilet – Throw Them Away instead

State’s Wastewater Treatment Plants May get Overwhelmed, Consumers may face In-home Plumbing backups and Blockages

March 17, 2020

Contact: George Kostyrko
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SACRAMENTO – While the State Water Board and other public agencies encourage Californians to follow the [Centers for Disease Control recommendations](#) to clean surfaces with disinfecting wipes to reduce the spread of COVID-19, **it is important to discard those items in the trash, not the toilet.**

Flushing wipes, paper towels and similar products down toilets will clog sewers and cause backups and overflows at wastewater treatment facilities, creating an additional public health risk in the midst of the coronavirus pandemic. Even wipes labeled “flushable” will clog pipes and interfere with sewage collection and treatment throughout the state.

Wastewater treatment facilities around the state already are reporting issues with their sewer management collection systems. These facilities are asking state residents to not discard wipes in the toilet, but instead to throw them in the trash to avoid backups and overflow. A majority of urban centers are on centralized sewage collection systems depend on gravity and enough water flow to move along human waste and biodegradable toilet paper. The systems were not designed for individual nylon wipes and paper towels. [The wipes and paper towels do not break down like toilet paper, and therefore clog systems very quickly.](#)

Wipes are among the leading causes of sewer system backups, impacting sewer system and treatment plant pumps and treatment systems. Many spills go to our lakes, rivers, and oceans where they have broad ranging impacts on public-health and the environment. Preventing sewer spills is important, especially during this COVID-19 emergency, for the protection of public health and the environment.

Please do not flush disinfectant wipes or paper towels down the toilet.

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CALIFORNIA ENVIRONMENTAL PROTECTION AGENCY
STATE WATER RESOURCES CONTROL BOARD
1001 I Street, Sacramento, CA 95814 • Mailing Address: P.O. Box 100, Sacramento, CA 95812-0100 • www.waterboards.ca.gov



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

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