



NEWS RELEASE

FOR IMMEDIATE RELEASE:
Tuesday, June 2, 2015

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Utility Billing Changes for Cal Water Customers Effective in July *City to Begin Billing for Sewer, Stormwater, Garbage & Recycling*

(Stockton, CA) – Beginning in July, Stockton residential customers served by California Water Service (Cal Water) will receive a Cal Water bill and a City of Stockton bill each month. The Cal Water bill will include monthly water charges only. The City of Stockton will bill for sewer and stormwater services. For customers within the city limits, the City of Stockton bill will also include garbage and recycling services, which are provided either by Waste Management or Republic Services, formerly known as Allied Waste. Customers will experience a change in billing only; this change will not impact rates. Customers located in San Joaquin County (outside the city limits) and connected to City services will receive a separate bill from the City for sewer and stormwater; these customers will continue to be billed for garbage and recycling by their service provider, Republic Services.

The City of Stockton Municipal Utilities Department provides water service to approximately 55,000 households within Stockton, and Cal Water provides water service to about 40,000. The City of Stockton Municipal Utilities Department provides sewer and stormwater services to all customers within the city limits and, through agreements with San Joaquin County, to some customers outside the city limits.

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“It just makes good business sense for the City to issue bills for City-provided utilities, as we currently issue 55,000 bills each month to City water customers,” said City of Stockton Revenue Officer Ryan Pham. “We already have billing systems and trained customer service professionals in-house who provide these services to the community.”

Stockton residential customers have received unified bills for water, sewer, stormwater, garbage, and recycling services since 2002; however, the billing contract between Cal Water and the City recently expired. Balances for sewer, stormwater, garbage, and recycling services will be transferred to the first bill issued by the City of Stockton in July. City of Stockton bills for sewer, stormwater, garbage, and recycling will be issued mid-month each month. Cal Water billing dates will remain the same.

“Cal Water and the City have been providing water service to customers in Stockton for decades, and we will continue to work together to serve our mutual customers through this billing transition,” continued Pham. “We thank our customers, in advance, for their cooperation and patience during this transition and look forward to serving them in the future.”

Additional information about City of Stockton utility billing transition and payment options is available at www.stocktongov.com/calwater. Utility customers transitioning from Cal Water to City utility billing may call the dedicated customer service line at (209) 937-7187. For general billing inquiries about City of Stockton utility bills, please call (209) 937-8295. Customers who receive water service from Cal Water will continue to call Cal Water

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for water billing and service inquiries at (209) 547-7900.

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All News Releases can be found on the City of Stockton website: www.stocktongov.com/news

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