



NEWS RELEASE

FOR IMMEDIATE RELEASE:
Wednesday, July 22, 2015

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CITY OF STOCKTON UTILITY BILLS FOR CAL WATER SERVICE AREA ***Some Bills Reflect Incorrect Past Due Amount***

(Stockton, CA) - On July 16, nearly 38,000 customers who previously received a combined (unified) bill from Cal Water received their first bill from the City of Stockton for sewer, stormwater, garbage and recycling services. All active customers received a bill as part of a billing conversion project that separates Cal Water billing for water service from services provided by the City of Stockton. Due to a technical issue, posting of payments for approximately one-third of the City of Stockton accounts in the Cal Water service area was delayed, resulting in bills that may incorrectly reflect a "Past Due" amount.

The City has received a number of calls from customers who have made payment to Cal Water and are concerned about the balance incorrectly reflected as "Past Due" on the new City of Stockton bill. Letters will be sent to customers who have been affected by this issue. Customers who made payment to Cal Water prior to July 16, 2015, should forward payment for current charges only to the City of Stockton by August 3, 2015, using the bill and envelope provided or using one of the City's online payment methods available at www.stocktongov.com/paybill.

"We are actively working to make corrections," said Deputy City Manager Scott

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Carney. “Customers affected by this technical issue will not be penalized and their services will not be shut off as a result. Payments made to Cal Water and the City will be reflected on the August bill. City of Stockton bills for customers in the Cal Water service area are sent mid-month, between the 15th and the 17th of each month.”

Due to high call volumes, many City of Stockton utility billing customers have had difficulty or delayed access to our Utility Billing representatives at (209) 937-8295. For billing inquiries, customers may send an e-mail to utilities@stocktongov.com. We will respond to e-mails within 3 business days.

“We apologize for any concern or inconvenience this has caused,” continued Carney. “This conversion nearly doubled the number of bills that we issue each month to 95,000. We have increased the number of phone lines available to our customers, and we appreciate everyone’s patience during this period of transition.”

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