



California Public Utilities Commission
505 Van Ness Ave., San Francisco

FOR IMMEDIATE RELEASE

Media Contact: Terrie Prosper, 415.703.1366, news@cpuc.ca.gov

PRESS RELEASE

Docket #: D.17-02-010

CPUC OFFERS REMINDER OF NEW DIALING PROCEDURE FOR CUSTOMERS WITH 916 AREA CODE

SAN FRANCISCO, June 9, 2017 - The California Public Utilities Commission (CPUC) today reminded residential and business customers served by the 916 area code to prepare for the introduction of the new 279 area code overlay. The 279 area code will be added as an overlay to the 916 region to ensure a continuing supply of telephone numbers for the area. An overlay is the addition of another area code (279) to the same geographic region served by an existing area code (916).

Unlike the previous 916 area code relief plan in 1997, where the 916 area code was split, thus requiring some customers to undergo an area code change, an overlay does not require customers to change their existing area code. However, with the 916/279 area code overlay, customers must dial "1" plus the three-digit area code for all calls to and from telephone numbers with the 916 and 279 area codes. Customers may begin to use this new dialing procedure on August 12, 2017, when residents and businesses with a 916 area code telephone number may begin dialing 1+ area code + seven digit telephone number when making all local calls. The new dialing procedure will become mandatory for all residential and business customers on February 10, 2018.

Residents and businesses with telephone numbers within the 916 area code will retain their current telephone number(s) and area code. Beginning March 10, 2018, consumers requesting new or additional telephone numbers for services may be assigned telephone numbers with either the new 279 area code or the original 916 area code, depending on available telephone number inventory.

To prepare for the area code overlay, starting August 12, 2017, residents and businesses in the 916



region should:

- Begin dialing 1 + area code + telephone number for all calls.
- Notify alarm service providers.
- Reprogram equipment or features including automatic dialers, speed-dialing, call forwarding, modems for computer or Internet dial-up access, etc.
- Advise family, friends, and business contacts to dial 1 + area code + telephone number for all calls.
- Ensure that security door and gate systems are reprogrammed to dial 1 + area code + telephone number.
- Test telephone equipment to determine if it can dial and receive 1 + area code + telephone number. Questions regarding changes in telephone equipment should be directed to telephone equipment vendors.
- Update items such as stationery, checks, business cards, advertisements, promotional items, brochures, Internet webpages, and catalogs to reflect the 1 + area code + telephone number change.

Consumers will still be able to dial three digits to reach 911, 211, 311, 411, 511, 611, 711, and 811.

California and other states have successfully implemented approximately 60 area code overlays throughout the U.S. to meet the continual growing demand for more telephone numbers.

The 916 area code was created in 1947 as one of the original three area codes in California.

The 916 area code serves the greater Sacramento area, which includes parts of El Dorado, Placer, Sacramento, Solano, Sutter, and Yolo Counties. The 916 area code serves the cities of Lincoln, Loomis, Rocklin and Roseville in Placer County; Citrus Heights, Elk Grove, Folsom, Isleton, Rancho Cordova, and Sacramento in Sacramento County; and the City of West Sacramento in Yolo County. The 916 area code is bordered on the north and east by the 530 area code, to the west by the 707 area code, and to the south by the 925 area code and the 209 area code.

The 916 area code decision is available at



<http://docs.cpuc.ca.gov/PublishedDocs/Published/G000/M176/K013/176013970.PDF>.

For more information, consumers and businesses should contact their telephone service provider or visit www.cpuc.ca.gov/916areacode.

For more information on the CPUC, please visit www.cpuc.ca.gov.

###

