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PRESS RELEASE

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CPUC PROVIDES MORE NUMBERS IN 909 AREA CODE REGION

SAN FRANCISCO, June 14, 2019 - The California Public Utilities Commission (CPUC) today acted to ensure that phone numbers continue to be available to meet the demand in the geographic region served by the 909 area code by approving a second area code (called an overlay) that will provide additional numbering resources while minimizing customer inconvenience. The new area code that will be added to the 909 region is 840. Consumer education will begin summer of 2020.

The 909 area code, serving portions of Los Angeles, Orange, Riverside and San Bernardino Counties, is projected to run out of available prefixes (the first three numbers after the area code in a phone number) by the third quarter of 2021. The CPUC's action today approves the request of the North American Numbering Plan Administrator (NANPA), the neutral third-party area code relief planner for California, for approval of an area code overlay to provide additional numbering resources to meet the demand for telephone numbers.

An area code overlay adds a second area code to the geographic region served by the existing area code. Therefore, multiple area codes co-exist within the same geographic region. Existing 909 customers will retain their area code and specific telephone number(s). However, customers will be required to dial the three-digit area code for all calls to and from telephone numbers with the 909 and 840 area codes when the overlay is effective. The price of a call will not change due to the overlay. Customers can still dial just three digits to reach 911, as well as 211, 311, 411, 511, 611, 711, and 811.

Below are some tips to help prepare for the area code overlay:

- Contact security or alarm vendors to update dial-up numbers to avoid a break in security routines and contacts.



- Reprogram equipment or features, i.e., automatic dial, speed-dial, call forwarding, modems for computer or Internet dial-up access, etc., that are currently programmed to dial seven digits to dial 1+ area code + telephone number.
- Update items like stationery, checks, etc., to include your area code + telephone number.
- Start dialing 1 + the area code + telephone number for all calls.
- Advise families, friends, etc., to dial 1 + the area code + telephone number for all calls.
- Provide your area code and telephone number, not just the telephone number, as needed.
- When asking for someone's number, remember to ask for the area code, too.
- Remember that the previous area code and the new area code will co-exist within the same geographic region.

Prior to approving the area code overlay, the CPUC held public meetings within the 909 area code in Pomona and San Bernardino on April 4, 2017, and in Redlands on April 5, 2017.

The 909 area code was created when it split off the 714 area code in 1992. It was split again in 2004 to form the 951 area code. The 909 area code serves the cities of Big Bear Lake, Calimesa, Chino, Chino Hills, Claremont, Colton, Diamond Bar, Eastvale, Fontana, Grand Terrace, Highland, Industry, Le Verne, Loma Linda, Montclair, Ontario, Pomona, Rancho Cucamonga, Redlands, Rialto, San Bernardino, San Dimas, Upland, Walnut and Yucaipa, as well as unincorporated areas of Los Angeles, Riverside and San Bernardino counties.

The proposal voted on is available at:

<http://docs.cpuc.ca.gov/PublishedDocs/Efile/G000/M293/K898/293898181.PDF>.

For more information on the 909 area code, please see www.cpuc.ca.gov/909areacode.

The CPUC regulates services and utilities, safeguards the environment, and assures Californians' access to safe and reliable utility infrastructure and services. For more information on the CPUC, please visit www.cpuc.ca.gov.

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