



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

FOR IMMEDIATE RELEASE

PRESS RELEASE

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

CPUC REMINDS CALIFORNIANS OF NEW 369 AREA CODE COMING TO 707 REGION

SAN FRANCISCO, Dec. 5, 2022 – The California Public Utilities Commission (CPUC) reminds Californians that the new 369 area code will be added as an overlay to the existing 707 area code region starting February 1, 2023.

With new telephone numbers in the 707 area code region in high demand, the CPUC in June 2022 [approved](#) the implementation of an area code overlay, which adds a second area code to the geographic region served by the existing area code. Therefore, the new 369 area code will serve the same geographic area currently served by the 707 area code.

The 707 area code serves all or portions of Del Norte, Glenn, Humboldt, Lake, Marin, Mendocino, Napa, Solano, Sonoma, Tehama, and Trinity counties. It encompasses cities such as American Canyon, Arcata, Benicia, Calistoga, Clearlake, Cloverdale, Cotati, Crescent City, Dixon, Eureka, Fairfield, Ferndale, Fort Bragg, Healdsburg, Lakeport, Napa, Novato, Petaluma, Point Arena, Rio Dell, Rio Vista, Rohnert Park, Saint Helena, Santa Rosa, Sebastopol, Sonoma, Suisun City, Trinidad, Ukiah, Vacaville, Vallejo, Windsor, Willits, and Yountville.

Starting on February 1, 2023, customers in the 707 area code overlay region may be assigned a number in the new 369 area code when they request new service or an additional line. Customers receiving a 369 area code will be required to dial 1 + the area code and phone number for all local calls, just as customers with telephone numbers from the 707 area code do today.

Below are some key facts about the 707/369 area code overlay:

- Telephone numbers, including the current area code, will not change.

- The price of a call, coverage area, or other rates and services will not change due to the overlay.
- What is a local call now will remain a local call.
- Customers in the overlay region will continue to dial 1+10 digits for local calls within and between the overlay area codes, and 1+10 digits for long distance calls.
- Customers still can dial just three digits to reach 911 and 988, as well as 211, 311, 411, 511, 611, 711, or 811 if those are currently available in their community.

Customers should continue to identify their telephone number as a 10-digit number (3-digit area code + 7-digit telephone number), and include the area code when giving the number to friends, family, business associates, and others. Customers should ensure their websites, personal and business stationery, and printed checks, advertising materials, contact information, and personal or pet ID tags include the area code.

Customers should ensure that all services, automatic dialing equipment, or other types of equipment recognize the new 369 area code as a valid area code and should continue to store or program telephone numbers as 10-digit numbers. Some examples include but are not limited to: stored telephone numbers in contact lists in wireless or cordless phones, PBXs, fax machines, Internet dial-up numbers, speed dialers, call forwarding settings, voicemail services, medical alert devices, safety alarm security systems and gates, ankle monitors, and/or other similar equipment.

For more information, please contact your local telephone service provider or visit www.cpuc.ca.gov/707areacode.

The CPUC regulates services and utilities, protects consumers, 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.

###