



California Public Utilities Commission  
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**FOR IMMEDIATE RELEASE**

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**PRESS RELEASE**

Docket #: D.23-12-012

## **CPUC Highlights New Dialing Procedure for Customers in 559 Area Code**

SAN FRANCISCO, April 25, 2024 - The California Public Utilities Commission (CPUC) today reminded residential and business customers served by the 559 area code to prepare for the introduction of the new 357 area code. To ensure a continuing supply of telephone numbers, the new 357 area code will be added as an overlay to serve the same geographic area currently served by the existing 559 area code.

### **Key Dates**

The 559/357 area code overlay will not require customers to change their existing area code. However, the overlay will require customers with the 559 and 357 area codes to dial “1” plus the area code and telephone number for all calls, including local calls within the same area code. Following are the key dates for customers to know:

- Beginning Aug. 26, 2024, customers with a 559 area code telephone number may begin to use this new dialing procedure to place telephone calls.
- Beginning Feb. 26, 2025, the new dialing procedure will become mandatory for all customers with a 559 area code telephone number.
- Beginning March 26, 2025, consumers requesting new or additional telephone numbers may be assigned telephone numbers with either the 357 or 559 area code, depending on available telephone number inventory.

### **How to Prepare**

Starting Aug. 26, 2024, residents and businesses with the 559 area code should do the following to prepare for the area code overlay:

- Begin dialing 1 + area code + telephone number for all calls.
- Reprogram equipment or features that currently use 7-digit dialing to dial 1 + area code + telephone number, including automatic dialers, life safety systems and medical monitoring devices, speed-dialing, call forwarding, voicemail services, modems for computers or Internet dial-up access, and other similar services or equipment.
- Ensure that alarm systems and security doors or gate systems are reprogrammed to dial 1 + area code + telephone number.
- Test telephone equipment, such as a PBX or fax machine, to determine if it can dial 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, personal and pet ID tags, and catalogs to reflect the area code if they don't include the area code already.

Consumers will still be able to dial three digits to reach 911, 988, 211, 311, 411, 511, 611, 711, and 811.

### **About the 559 Area Code**

The area served by the 559 area code includes all or portions of Fresno, Madera, Mariposa, Merced, Tulare, and Kings counties. The 559 area code serves the communities including, but not limited to, Clovis, Coalinga, Fresno, Madera, Porterville, Reedley, Selma, and Visalia as well as unincorporated areas. The new 357 area code will serve the same geographic area currently served by the existing 559 area code.

More information is available on the CPUC's [website](#).

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### **About the California Public Utilities Commission**

The CPUC regulates services and utilities, protects consumers, safeguards the environment, and assures Californians access to safe and reliable utility infrastructure and services. Visit [www.cpuc.ca.gov](http://www.cpuc.ca.gov) for more information.