



# NEWS RELEASE

**FOR IMMEDIATE RELEASE:**  
Friday, December 1, 2017

**Contact: Connie Cochran**  
**Community Relations Officer**  
(209) 937-8827 / (209) 629-1251  
[connie.cochran@stocktonca.gov](mailto:connie.cochran@stocktonca.gov)

## **NEW LOOK FOR UTILITY BILLS DEBUTS IN DECEMBER**

(Stockton, CA) – City of Stockton utility bills will have a new look beginning with the December 2017 bills. The new bill format includes customer-friendly features, including: icons, contact information for all utilities, multiple methods for paying bills listed on the bill, and a “Messages” section – with information unique to utility customers – on the left side of the bill; account information and charges are on the right side of the bill. The “tear-off” payment stub is now at the bottom of the page. Another significant change is the mailing address for payments. Payments are now mailed to and processed in California.

“The new format will catch your eye immediately,” said Fadi Geagea, Revenue Officer. “The layout is more organized and provides all essential information, at-a-glance, on the first page.”

Customers who have automatic payments set up through a bank or credit union will need to contact their financial institutions to make sure payments are forwarded to City of Stockton, P.O. Box 7193, Pasadena, CA 91109-7193, for processing. Customers who pay by mail will use this same address, which is pre-printed on the payment stub.

The new bill format will increase efficiencies and improve operations. Contact information for maintenance, emergency repairs, and garbage service providers, is now prominently displayed on the bill, which will allow customers easy access to frequently

-more-more-more-

**City of Stockton**  
**News Release – New Utility Bill Format**  
**Friday, December 1, 2017**  
**Page 2 of 2**

requested services, rather than calling Utility Billing and being referred to another number. Billing and payment processing functions are more streamlined and automated, which will allow the City the ability to offer future options, such as paperless billing.

“We’re really excited about the new bill format and customer service enhancements that will result,” continued Geagea. “We are eager to hear from our customers and look forward to hearing what billing options they would like to have in the future.”

Customers who are in the City of Stockton Municipal Utilities Department water service area receive a bill with [City-provided water](#), sewer, and stormwater service charges. Customers who are in the [Cal Water service area](#) receive sewer and stormwater services from the City of Stockton and receive a bill from the City for these services. Garbage collection service, provided by either Republic Services or Waste Management, is also billed on the City of Stockton utility bills.

Links to samples of the new bill format are provided on the City of Stockton website at [www.stocktonca.gov/payments](http://www.stocktonca.gov/payments). For additional information, please contact City of Stockton Utility Billing Customer Service at (209) 937-8295.

###

All News Releases can be found on the City of Stockton website at [www.stocktonca.gov/news](http://www.stocktonca.gov/news)

Please follow us at: [www.facebook.com/CityofStockton](http://www.facebook.com/CityofStockton) [www.twitter.com/StocktonUpdates](http://www.twitter.com/StocktonUpdates)  
[www.YouTube.com/StocktonUpdates](http://www.YouTube.com/StocktonUpdates)

#