



**NEWS RELEASE**  
**City of Chico**  
[www.ci.chico.ca.us](http://www.ci.chico.ca.us)

**FOR IMMEDIATE RELEASE:** July 7, 2023

**\*\*\*MEDIA ALERT\*\*\***

## **SEWER BILLING TRANSITIONS FROM CAL WATER TO CITY OF CHICO IN JULY 2023**

**CHICO, CA — (July 7, 2023)** — Chico area businesses and residents who currently receive a sewer bill from Cal Water will get a separate bill for sewer service from the City of Chico beginning July 2023.

Cal Water has been providing the billing service for City of Chico sewer customers since 1979. Cal Water is discontinuing billing and customer service to municipal sewer customers statewide and will focus on servicing water billing only. As a result, beginning in July, City of Chico customers will no longer contact Cal Water for sewer billing information.

Sewer customers should expect to receive their first statement from the City of Chico with the July billing cycle. The City has partnered with Util360 to provide the billing service for more than 20,000 sewer customers.

Every customer will initially receive their first paper bill in the mail with an account number. After receiving the paper bill, customers can use the Util360 portal to set up electronic, or recurring payments. Customers who visit the website at <https://chico.util360.com> will see the site will not be active until the first Util360 statements are mailed in late July.

“When Cal Water notified us they would be ending sewer billing services for the City, we wanted to find a solution that was cost effective and easy to use for our customers,” said Barbara Martin, Administrative Services Director for the City of Chico. “We want customers to be assured the new bills are legitimate. They will see the City’s logo on the envelope and the billing statement along with the contact information for Util360, the company that will be processing the bills on the City’s behalf.”

For customers who prefer to mail a payment, there is a lockbox address for paper payments on the statement. Customers will continue to receive paper bills unless they choose not to by registering online.

In June, Cal Water sent an email to customers alerting them of the upcoming change. In addition, an insert was included with Cal Water customer statements announcing the coming changes to the billing process.

Sewer bills are calculated based on water consumption for both commercial and residential customers. The monthly fee schedule will not increase. The Sewer Service Rate Sheet can be found at <https://chico.ca.us/post/sewer-service-billing>.

Customers who have questions about their water bill should continue to contact Cal Water at (530) 893-6300. Customers who have questions about their sewer bill, once they receive their first statement in late July, should contact Util360 at the number/website listed on the bill. Online chat will also be available.

For press questions, please contact Barbara Martin, Administrative Services Director at [Barbara.Martin@ChicoCA.gov](mailto:Barbara.Martin@ChicoCA.gov) or (530) 879-7349.

For additional questions, please contact Skyler Lipski, Deputy Director, Public Works Operations and Maintenance at [Skyler.lipski@ChicoCA.gov](mailto:Skyler.lipski@ChicoCA.gov) or (530) 894-4210.

*Located in Butte County, California, Chico is the cultural and economic center of the northern Sacramento Valley and the largest city north of Sacramento. Known as a college town, the home of California State University, Chico and for Bidwell Park, one of the largest urban parks in the world. For more information, visit [www.chico.ca.us](http://www.chico.ca.us).*

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