



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

**FOR IMMEDIATE RELEASE:** July 28, 2023

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

### **SEWER BILLING TRANSITION COMPLETE**

**CHICO, CA — (July 28, 2023)** — Beginning with the July billing cycle, customers who formerly received a combined water and sewer billing statement from Cal Water will receive a separate bill from the City of Chico for sewer services. Residential and business customers affected by this change are just a few clicks away from setting up an online account to pay their new sewer bill at [www.chico.util360.com](http://www.chico.util360.com).

The first sewer billing statements were mailed out today by Util360, a third-party company contracted by the city for the sewer billing and customer service. The City's logo is on the envelope and on the billing statement for easy identification.

All customers will receive their first bill by mail, and it will include an account number. The account number will be the same as their previous Cal Water account number. The account number on the billing statement will be used to identify the account owner and set up the online payment option.

Customers who would like to continue to pay their bill by mail should mail payment back to the lockbox address noted on the billing statement. For customers who would like to pay online, once they received their first bill, they will login to [www.chico.util360.com](http://www.chico.util360.com) to set up an online bill pay account using their account number.

Once a new online account is established, and the owner of the account is identified, the portal will show billing history and send notifications and reminders to help customers stay on top of their bills.

The City of Chico has a tutorial video available at: <https://chico.ca.us/post/sewer-service-billing>, the video is also available at [www.chico.util360.com](http://www.chico.util360.com) under the "Customer Care Center" menu.

"After Cal Water decided they no longer would be able to support sewer billing for the City of Chico, the City contracted with Util360 to handle sewer billing beginning this month" said Administrative Services Director, Barbara Martin, "This change will affect approximately 20,000 customers in the City of Chico. We appreciate the community's patience and understanding as we make this transition."

**There have been no changes to sewer rates. The sewer rates will remain the same.** For a sewer rate chart, visit the City of Chico's website: <https://chico.ca.us/post/sewer-service-billing>.

Customers who have questions about sewer bills can utilize the live chat feature on the website ([www.chico.util360.com](http://www.chico.util360.com)), or contact Customer Service at (888) 530-4360. If Util360 is unable to answer questions, a customer support ticket will be set up and more complex issues will be addressed as those tickets are submitted to the City.

“We have found Util360 to be a great partner, with customer-friendly solutions for sewer customers,” said Skyler Lipski, Deputy Director of Public Works Operations and Maintenance. “There is an extensive FAQ section within the website that should cover most basic questions. We have been diligently working on separating these accounts with Cal Water and the transition should be seamless for most customers.”

The City has conducted extensive public outreach to alert customers of the change in sewer billing. The attached document details the City's outreach efforts.

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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## **Sewer Bill Transition – Public Outreach Details:**

- Cal Water insert announcing bill split with June billing (Cal Water distributed to all City sewer customers).
- City of Chico press release noting the bill split is coming sent 6-16-23 (sent to local media outlets and posted on Facebook, Instagram, Twitter, and LinkedIn).
- TV ads regarding bill split running (ads began running on July 3<sup>rd</sup>)
- Digital ads regarding bill split coming (ads began running July 3<sup>rd</sup>)
- Cal Water email to customers that bill split is coming 6-28-23 (Cal Water emailed to approximately 13,000 customers).
- City of Chico website update (<https://chico.ca.us/post/sewer-service-billing>)
- Util360 website live but not fully operational until July 28<sup>th</sup>.
- Util360 Customer Service phone number operational on July 28<sup>th</sup>.
- Press release with additional details on bill sent 7-7-23 (sent to local media outlets and posted on Facebook, Instagram, Twitter, and LinkedIn).
- Email to all City Administrative staff with information on split and how to address inquiries from the public regarding the sewer transition 7-7-23.
- Video ad placed on Facebook regarding the split on 7-18-23.
- Video post placed on social media (Instagram, Facebook, Twitter, LinkedIn) on 7-18-23.
- Email from City on 7-21-23 stating the split is coming, and to look for the new paper bill sometime after July 28 (sent to sewer email database of approximately 13,000).
- Sewer billing transition information added to the homepage of the City of Chico website.
- Press release stating that new bills have gone out (date July 28<sup>th</sup>).