



NEWS RELEASE
City of Chico
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FOR IMMEDIATE RELEASE: June 16, 2023

CITY OF CHICO AND CAL WATER SPLIT THE BILL

Separate bill for sewer service will come from the City of Chico Starting in July

CHICO, CA — (June 16, 2023) — Beginning July 2023, Chico residents who are on Cal Water and City of Chico sewer service will receive two separate bills.

Customers will still receive their regular water bill from Cal Water, and a separate sewer bill will come in the mail from the City of Chico. Cal Water will discontinue servicing City of Chico sewer bills and customers should expect their June bill to be the last one that shows charges for both water and sewer combined, except for any unpaid sewer balances due to Cal Water.

Sewer rates will remain the same for Chico customers, the only difference will be that sewer bills will no longer be combined with Cal Water bills, and customers will be responsible for making two separate payments.

“Cal Water has been a close partner of the City’s, servicing the City’s sewer customers since 1979. When Cal Water notified the City that they will no longer be able to accommodate the sewer billing service, the City secured a contract with Util360, a company with a proven track record for successfully assisting municipalities with utility billings.” said Skyler Lipski, City of Chico Deputy Director of Public Works Operations & Maintenance.

There are over 21,000 City sewer customers that will be impacted by this change.

Here’s what to expect:

For residents and businesses who currently receive a bill from Cal Water that includes charges for City of Chico sewer, they will now receive a new bill from Util360.

Each customer will now have a separate sewer bill account number.

Sewer bills can be paid online at www.chico.util360.com , or via a check in the mail to the address on the billing statement. Customers will be able to set up a new account on the Util360 portal or pay their bills online through their financial institution’s online banking once their first statement is received in July.

Sewer charges are influenced by water consumption for both commercial and residential users. The sewer bill will be calculated by a reading on the Cal Water meter.

Additional information on sewer billing process and sewer fees can be found on the City's website: www.chico.ca.us/pay.

For media inquiries, please contact the City of Chico Department of Public Works Operations and Maintenance at (530) 894-4200.

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.

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