



California Public Utilities Commission  
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**FOR IMMEDIATE RELEASE**

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**PRESS RELEASE**

Docket #: D.23-12-012

## **CPUC Reminds Consumers of the New Dialing Procedure and 357 Area Code Coming to the 559 Region**

SAN FRANCISCO, August 15, 2024 – The California Public Utilities Commission (CPUC) reminds Californians to prepare for the introduction of the new 357 area code that will be added as an overlay to the 559 area code region starting March 26, 2025.

The 559 area code serves central California and includes all or portions of Fresno, Madera, Mariposa, Merced, Tulare, and Kings counties. The 559 area code serves communities such as Clovis, Coalinga, Fresno, Madera, Porterville, Reedley, Selma, and Visalia, as well as some unincorporated areas. The new 357 area code, [approved by the CPUC](#) in December 2023, will serve the same geographic area currently served by the existing 559 area code.

### **New Dialing Procedure**

The addition of the 357 area code will require a new dialing procedure for anyone with a 559 or 357 area code. To complete calls from a landline phone, anyone with a 559 or 357 area code must dial 1+ area code + telephone number. This means that all calls from a 559 area code that are currently dialed with 7 digits will need to be dialed using the new 1 + area code + telephone number dialing procedure.

To complete calls from a cellular or mobile phone, callers may dial area code + telephone number or 1 + area code + telephone number whenever placing a call from a phone number with the 559 or 357 area code.

### **Key Dates**

- Beginning August 26, 2024, customers with a 559 area code should begin using the new dialing procedure to become familiar with the dialing change. Calls will still be completed if only 7 digits are dialed.
- Beginning February 26, 2025, customers with a 559 area code must use the new dialing procedure, even for local calls within the same area code. On and after this date, 7-digit calls will not be completed, and a recording will instruct the caller to hang up and dial again.
- Beginning March 26, 2025, new telephone lines or services in the 559 area may be assigned numbers from the new 357 area code. Anyone assigned a new 357 area code telephone number must use the new dialing procedure.

## Key Facts

Below are some key facts about the 559/357 area code overlay:

- Telephone numbers, including the current area code, will not change.
- The price of a call, coverage area, or other rates and services will not change due to the overlay.
- What is a local call now will remain a local call.
- Customers in the overlay region will dial 1+10 digits for local calls within and between the overlay area codes, and 1+10 digits for long distance calls.
- Customers still can dial just three digits to reach 911 and 988, as well as 211, 311, 411, 511, 611, 711, or 811 if those are currently available in their community.

## How to Prepare

- Customers should ensure that all services, automatic dialing equipment, or other types of equipment that are currently programmed to dial 7 digits are reprogrammed to dial 1+ area code + telephone number. Some examples include but are not limited to: stored telephone numbers in contact lists in wireless or cordless phones, PBXs, fax machines, Internet dial-up numbers, speed dialers, call forwarding settings, voicemail services, medical alert devices, safety alarm security systems and gates, ankle monitors, and/or other similar equipment.
- Customers should ensure such equipment is programmed to recognize 357 as a valid area code.
- Customers should identify their telephone number as a 10-digit number (3-digit area code + 7-digit telephone number) and include the area code when giving the number to friends, family, business associates, and others.
- Customers should ensure their websites, personal and business stationery, printed checks, advertising materials, contact information, and personal or pet ID tags include the area code.

For more information, please contact your telephone service provider or visit the CPUC's [website](#).

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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.