

**Municipal Services Agency**

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**County of Sacramento**

**NEWS RELEASE**

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**Sacramento County Utilities and Information Call Center Changing Hours  
Hours will change November 23**

Sacramento, CA.--The Sacramento County Call Center and Utilities Billing Services are changing the hours of operation from 7 a.m. to 9 p.m., Monday through Friday, to 7:30 a.m. to 5:30 p.m.

County residents will be able to call 916-875-5555 from 7:30 a.m. – 5:30 p.m. for information regarding their utility bills and services including water, sewer, storm water drainage, refuse, green waste, mixed recycling and bulky item pick-up collection.

The general information and customer information line, 916-875-5656, will be open the same hours.

“We extended our hours two years ago to be as customer friendly as possible, but the call volume has not justified us staying open that late,” said Wendy Randolph, Manager of the Call Center. “We track all calls in great detail, and the number of customers calling in drops dramatically after 5:30. Changing our hours will help us maintain high levels of service when our customers need us the most.”

For more information visit: <http://www.msa.saccounty.net/utilitybilling/default.htm>.

*Municipal Services Agency: Keeping your community clean,  
safe and beautiful for today and tomorrow.*

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