

Consumer Help Line
888-333-WUTC (9882)
consumer@utc.wa.gov

Education and Outreach
360-664-1147

Media Line
360-664-1116

The UTC regulates the services of privately or investor owned utility and transportation companies. Our mission is to ensure that services are fairly priced, available, reliable, and safe.

Regulated companies:

- Telephone
- Electricity
- Natural Gas
- Water
- Garbage
- Recycling
- Residential Movers
- Charter Buses
- Airport Shuttles
- Commercial Ferries
- Natural Gas Pipeline

General Information

360-664-1160
www.utc.wa.gov

PO Box 47250
1300 S Evergreen Pk Dr SW
Olympia WA 98504



New Western Washington Area Code Overlay

The Utilities and Transportation Commission is responsible for establishing new area codes when additional numbers are needed. In 2016, the UTC approved a plan to implement a new area code across western Washington.

The new area code, 564, will be assigned to new numbers in the 360 area code in the summer of 2017, extending to 206, 253, and 425 area codes as needed.

As a result of the new area code, mandatory 10-digit dialing for all of western Washington will start July 29, 2017. This change requires callers to dial all 10 digits of a telephone number, including the area code, when making local calls.

What is changing?

- Mandatory 10-digit dialing required for all calls within western Washington.
- New phone numbers will be assigned the 564 area code.

What will remain the same?

- Your current telephone number, including area code, will not change.
- The price of a call, coverage area, or other rates and services will not change.
- A local call will remain a local call, even when dialed with 10 digits.
- To place a long distance call, continue to dial 11 digits (1 + area code + telephone number).
- You still dial three digits to reach 911.
- If 211, 311, 411, 511, 611, 711, or 811 are available in your community, you will still dial three digits.

When will the dialing change begin?

The new dialing procedures begin July 29, 2017. After that, if you do not dial the entire 10-digit telephone number, your call will not be completed and a recording will instruct you to hang up and dial again.

What do you need to do?

In addition to changing how you dial a local telephone number, all other telecom services you use will need to be reprogrammed to dial 10-digits. This may include, but is not limited to: fax machines, medical devices, home security alarms, home and cell phones with preprogrammed numbers, etc.

Western Washington Area Code Overlay

If you are unsure how to add the area code to the preprogrammed items and services, call the manufacturer or service provider.

If you work with websites, printed materials, business cards, etc., you should update to include the area code.

Who to contact with questions?

If you have questions regarding this information, please call your telephone service provider.

You may also contact the UTC Consumer Protection Help Line at 1-888-333-9882, consumer@utc.wa.gov, or visit www.utc.wa.gov/overlay.

For More Information

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