

518 AREA CODE OVERLAY IS COMING SOON!

Get ready to change the way you dial within the 518 area code area.

What is the new area code? **838**

When will the change begin? **March 18, 2017** – you should begin using the **new dialing procedure** but calls not placed with the extra digits will still be allowed to go through.

What will the **new dialing procedure** be? All calls within the 518 area code must be dialed starting with the area code – For example you will need to dial **518 597 3300** to reach our business offices, even if you live in Crown Point!

Will my phone number change? No, your phone number will remain the same.

Will my phone bill change? No, your charges will remain the same.

How will I call numbers outside of the 518 area code? Dial those the same way you do now, starting with a 1.

Can I still dial **911** for emergencies? Yes, you can! You do not need to dial any additional numbers to reach help during an emergency.

What other things do I need to do? Update any stored numbers such as contact lists in your wireless phones, and other auto dialing equipment. Change call forwarding settings and personal items such as pet ID tags, business websites, checks or any other materials people might need to be able to reach you after the change begins to take effect.

Are there other dates I need to be aware of? Yes, **as of August 19, 2017, you MUST use the new dialing procedure for your calls to go through.** Otherwise you will hear a recording that will instruct you to hang up and dial again. And as of September 19, 2017, new telephone numbers within the 518 area code will begin to be assigned starting with the new 838 area code.

If you have additional questions about this upcoming change, please feel free to call our business offices between 9am and 4:30pm, Monday through Friday at 597-3300 (until 3/18/17 at which time you should dial 518 597 3300 to reach us).

You can also visit the New York State Department of Public Service Commission's website for further information. That address is: www.dps.ny.gov