



Tech Alert

from Customer Engagement Services
"Your Gateway to Technology Services"

TA 23-02: FY 2022-23 Billing Changes

ISSUE DATE: March 9, 2023

ATTENTION: All Customers

ACTION REQUESTED: None – Information Only

EFFECTIVE DATE: April 1, 2023

Overview:

Customers may notice changes to invoices for the California Department of Technology (CDT) Centralized Services beginning in April 2023. CDT is pausing customer credits to ensure a sound business and fiscal foundation for continued operations.

The credit is currently displayed as a separate service code (Z904) "GF Central Services Credit" on the monthly invoice. For more information regarding the GF Central Services Credit, please refer to Tech Alert 22-03 (<https://cdt.ca.gov/wp-content/uploads/2022/06/TA-22-03-FY-2022-23-Billing-Changes.pdf>).

All other charges and rates will continue to be billed. CDT will continue to evaluate the Centralized Services program and will restore customer credits when feasible.

Impacted:

All CDT customers.

Contact:

If you have questions or need further clarification, please contact Rates and Cost Recovery at (916) 431-3617 or billing@state.ca.gov.