



Due to this unprecedented event, we would like to provide some important information regarding our operations, services and utility accounts:

Utility Services

All City of Richland facilities are currently closed to the public but staff remain working and available to assist with any questions or concerns you may have. We are continuing to bill utility accounts on the regular billing cycle and statements are due 20 days from the billing date.

Our standard late notices are still being issued for past due accounts, which includes a \$10 late fee when notices are processed. While you may see the original late fee assessed to your account, we are waiving late fees due to COVID-19 during this time. Any fee credits will reflect on your next utility statement. Payment options include our automated phone system, website, and drop box located in the west parking lot of City Hall (625 Swift Blvd).

We are here to help!

We understand that customers may be facing a financial hardship during this time. We are working with customers and being flexible on arrangement dates for payment. Additionally, support agencies are still assisting customers over the phone to provide utility payment assistance.

Please contact our Customer Service team by calling (509) 942-1104, option 4 or emailing CustomerService@ci.richland.wa.us if you need assistance, would like to discuss payment arrangement options, or obtain support agency information.

Online Services

Many City services are available 24/7 through our website at www.ci.richland.wa.us/myutilities including payments, requests to start and stop a utility account, additional account maintenance, and business licensing needs.

This is an evolving situation and we appreciate your efforts to keep our community safe. City staff are working to keep essential services continually available and support our first responders. If you have any questions regarding City operations during this time, please contact CustomerService@ci.richland.wa.us.