

UTILITY BILLING INFORMATION

All City of Richland (City) utility bill charges are based on the current Richland Municipal Code (RMC). View our rates and schedule of fees online at www.ci.richland.wa.us/rates. You may also call Customer Service at (509) 942-1104.

ELECTRIC The Electric charge is a base rate + energy/demand usage at the applicable rate for the service and rate schedule as indicated in RMC Title 14. Your bill includes charges for electricity, delivery services, general administration and overhead, metering taxes, conservation expenses, and other items. Visit www.ci.richland.wa.us/EnergyServices for energy-saving tips and programs.

WATER The water charge is a base rate + consumption at the applicable rate for meter size and customer type as indicated in RMC Title 18.

ADDITIONAL UTILITY SERVICES

For information on additional utility services, fees, payment options, or frequently asked questions, please visit our website at www.ci.richland.wa.us/customerservice.

ACCESS TO METERS

Per RMC Titles 14 and 18, meters must be accessible and free from debris or other blockages. Obstructed meters may result in an estimated read.

ADJUSTMENTS/PRORATED CHARGES

Adjustments to correct meter reads or billing errors may be made on a subsequent billing. If a customer receives a bill for a partial month, base rates will be prorated based on number of day's service, and actual consumption and demand will be billed.

PAYMENT OPTIONS

The City accepts MasterCard, Visa, eCheck, cashier's check, personal check, money orders, and cash for utility payments. For online payments, please go to www.ci.richland.wa.us. To pay through the automated phone line, call (509) 942-1104, option 2, and remember to include any leading zeros when entering your customer and account number.

To set up an automatic monthly deduction, call (509) 942-1104. If a payment does not process or is returned, the account holder remains responsible for the account balance and may be subject to fees. Payments received after 3:00 p.m. may be posted the following business day. When paying by check or money order, please make it payable to the City of Richland. Write the Customer and Account Number on the check and include the utility payment stub to ensure proper credit to your customer account.

Mail Payments to:

City of Richland
PO Box 34811
Seattle, WA 98124-1811

CITY PAYMENT DROP BOX A payment drop box is located at City Hall. The drop box is opened and processed each morning Monday through Friday, excluding holidays. The drop box is not checked during business hours. Any payments placed in the drop box after 7:30 a.m. are subject to be processed the following business day. To ensure proper credit to your account, please include your payment stub. **THE CITY WILL NOT BE RESPONSIBLE FOR CASH LEFT IN ANY CITY PAYMENT DROP BOX.**

LOW INCOME DISCOUNTS Low Income Senior and Low Income Disability Discounts are available. Interested applicants must meet qualifications and apply through Customer Service.

HELPING HANDS PROGRAM CONTRIBUTION City customers may voluntarily contribute any amount at any time or participate in the Helping Hands Program, which is a fund that helps other City customers who qualify as low-income and are having difficulty paying their bill. The Benton Franklin Community Action Committee is the City's agent for disbursing donations to qualified applicants. To apply for assistance, contact BFCAC at (509) 545-4065.

CHANGE OF MAILING ADDRESS To request a change of mailing address, visit www.ci.richland.wa.us/myutilities to complete the electronic form.

EASY PAYMENT OPTIONS At your request, your monthly City of Richland utility bill may be paid through automatic payment processing. Authorization allows the City of Richland to automatically deduct your monthly bill from your checking account, Visa or MasterCard. You will still receive monthly statements reflecting the previous month's charges. When you close your account, the closing bill total is automatically deducted from your authorized account. To enroll in or update your Auto Pay, visit <https://ecare.ci.richland.wa.us>.

ONE TIME PAYMENT OPTIONS

To make a onetime payment using your credit/debit card or e-check, visit <https://ecare.ci.richland.wa.us>. You may also use our automated phone system at (509) 942-1104, option 2. Please be sure to include any leading zeros when entering your customer-account number, even when prompted not to.

- Please do not include card or bank account information on this pay stub as it will not be processed.
- For additional resources, visit our website at www.ci.richland.wa.us/myutilities or www.ci.richland.wa.us/customerservice.

DELINQUENCY AND UTILITY COLLECTION CHARGES

Failure to receive a bill does not release a customer from obligation. Utility bills are generally issued monthly and are due 20 days from the bill date. A late fee is assessed 8 days after the bill due date. In addition, a fee is charged for each attempted customer contact regarding nonpayment or failure to submit an application for service. Service may be disconnected after the due date printed on the original monthly bill. Subsequent bills shall not postpone date of disconnect or constitute waiver of the City's right to disconnect service. Once an account becomes delinquent, the account may be subject to: (1) possible disconnection of service (2) collection and charges (3) a deposit (4) service lien. Having services disconnected does not release a customer from obligation. This bill does not extend the due date of past bills.

OTHER UTILITY FEES

DispatchFee(permeter/instance).....\$50.00
This fee applies when City personnel are dispatched to a customer location for the following reasons:

- disconnect a meter (customer must submit written request)
- failure to apply for service
- disconnect a meter for nonpayment

Additional fees apply for after-hours electric & water reconnect (weekends, holidays or after 5:00 p.m. M-F).

For fees regarding unauthorized self-connect or meter tampering contact (509) 942-7429. For power outages contact (509) 942-7423 Monday – Friday 7:00 a.m.-3:30 p.m. or (509) 943-4428 after hours.

NON-SUFFICIENT FUNDS (NSF) OR NON-PROCESSED PAYMENT

NSF or non-processed payment fee, per incident.....\$25.00
If a payment presented to the City of Richland is returned unpaid by the maker's bank, utilities may be subject to service charges and immediately disconnected until all debts and service charges are paid.

PAYMENT AGREEMENT

If a payment arrangement has been made, failure to pay as agreed results in immediate disconnect and additional service charges.

CHANGE OF OCCUPANCY

The customer of record that requested service is responsible for all charges on the account until the City has been officially notified of any changes. Failure to apply for or terminate services does not release the tenant or owner from responsibility for services rendered.

ENERGY EFFICIENCY PROGRAMS

The City of Richland sponsors several conservation programs for new and existing commercial and residential buildings. Visit www.ci.richland.wa.us/EnergyServices, or call (509) 942-7431 for details.