



Notice of Upcoming Billing Changes

In an ongoing effort to provide our customers clear and consistent utility information, effective December 1, 2023, the City of Richland will adopt a daily billing calculation method for utility base rates. This change will not affect your current billing cycle and is not a rate increase. You will continue to receive a monthly bill that reflects your total usage and charges for the billing period.

Here's what this change means for you:

- **Monthly bill:** Your monthly bill will continue to reflect your total usage and charges for the billing period; however, the base rates will now be calculated based on the number of days on your bill. This means your monthly bill may vary slightly depending on the length of the month.
- **No change to your billing cycle:** You will continue to receive your bill around the same date each month.
- **Enhanced transparency:** The daily billing calculation method makes it easier for you to calculate your bill and provide consistency across all billed utility services.

For a guide on how to read your utility bill, please refer to the reverse side of this insert.

If you have any questions or concerns, please do not hesitate to contact our customer service team at **509-942-1104, option 4** or customerservice@ci.richland.wa.us. We are always here to assist you!