



AMI Meter Installation Resumes

City Contractors will resume efforts to replace customer electric and water meters with the new Advanced Metering Infrastructure (AMI) solution in mid-January 2024. Efforts were temporarily paused due to unforeseen delays in the inventory shipment. Citizens can view the service map at www.ci.richland.wa.us/ami. Note: Scroll to Supporting Materials and select the Current Installation Map to see where crews will be working. More information is also available at www.ci.richland.wa.us/ami.

Utility Payment Assistance Support Agencies

We can work with customers that are facing financial hardship by being flexible on arrangement dates for payment. Additionally, support agencies are able to assist customers over the phone to provide utility payment assistance.

- **Helping Hands** The City of Richland's Helping Hands program is administered by Community Action Connections (CAC). Please contact CAC at 509-545-4042 for information on applying for and receiving funds.
- **St. Vincent de Paul** The mission of the CK Society is to help meet the needs of the poor in our community while following the rule of St. Vincent. Clients' requests include utility assistance, furniture, transportation and temporary lodging. For assistance, please contact the SVdP message line at 509-946-1325.

For a full list of Support Agencies, visit www.ci.richland.wa.us/myutilities or call 509-942-1104.

Notice of Billing Changes

In an ongoing effort to provide our customers clear and consistent utility information, effective December 1, 2023, the City of Richland adopted a daily billing calculation method for utility base rates. This change does 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.

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!

Online Services

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

Payment Options

Payments can be made by visiting the Customer Service office, located at 625 Swift Blvd. Payment in the form of check, cashier's check, or money order may also be submitted via mail or dropped in our drop box located in the west parking lot of City Hall. To make a payment online using an e-check or Visa/Mastercard, visit <https://ecare.ci.richland.wa.us> or call 509-942-1104, option 2 to pay using our automated phone system.

When a customer tenders a payment, which is not honored by their financial institution for any reason, a returned payment fee of \$25 is applied to the utility account.

Facility Closures

City of Richland facilities will be closed on:

- **January 15th (In-Service Day/Martin Luther King Day)**
- **February 19th (Presidents' Day)**
- **March 7th until 10:00 a.m. (All Staff Meeting)**