



CUSTOMER CONNECT

Building and Permitting Transitions to All-Digital Platform

The City of Richland's Permitting Office is moving to an all-digital permitting process beginning Monday, June 3, 2024. The self-service portal will be available via desktop, mobile, and other devices, making it a convenient way for applicants to complete and track permit activities.

The City's implementation of a permit management software system is designed to help the City improve efficiency, provide greater transparency into City processes, and deliver better customer service.

During the transition period, from Tuesday, May 28 to Friday, May 31, 2024, there will be a temporary closure of permit processing as the City integrates the new system. Please plan permit and inspection activities accordingly, bearing in mind that no permits or inspections will be processed during this time frame. It is anticipated that public access to the new system will be fully operational on Monday, June 3, 2024.

Streetlight Outage Map

The Street Light Issue Reporting System helps identify street lights that are not operating correctly, so crews can get them back in service quickly. This improves community safety, especially at crosswalks and intersections.

Our user-friendly streetlight outage map allows you to:

- Report an outage: Simply locate the affected streetlight on the map and fill out a quick form with details.
- View current outages: Stay informed by seeing ongoing outages in your neighborhood and surrounding areas.

Visit www.ci.richland.wa.us/streetlights to report a streetlight outage. By reporting outages promptly, you help us maintain a well-lit environment for everyone.

Household Hazardous Waste

Benton County residents can recycle/ properly dispose of household hazardous waste at collection events in the fall and spring. When dates are confirmed, they will be posted online at www.bentoncountywa.gov. Until then, please see storage and/or disposal options below.

Horn Rapids Landfill 3102 Twin Bridges Rd, Richland Open 8am to 4pm | Monday - Sunday

- Used motor oil (5 gallon limit per visit)
- Antifreeze
- Cooking oil
- Automotive batteries
- Rechargeable batteries
- Propane tanks and canisters

Goodwill Donation Centers DTG Recycling Centers in Richland & Kennewick

- Computer monitors and hard drives
- Laptops
- Televisions
- Tablets & E-readers

For a complete list, visit the E-cycle Washington website at www.ecology.wa.gov/ecycle

LightRecycle Washington locations accept compact fluorescent lights (CFLs) bulbs as well as fluorescent tubes and high intensity discharge (HID) lights. Visit www.lightrecycle.org to find a location site near you.

Advanced Metering Infrastructure Update

City contractors and crews are continuing efforts to replace customer electric and water meters with the new Advanced Metering Infrastructure (AMI) solution. Approximately 1,200 electric and 1,250 water meter updates remain.

For more information and to view our online service map, visit www.ci.richland.wa.us/ami.

New Online Customer Utility Portal Launching in 2024

The City of Richland will launch a new online utility customer portal in mid-2024. This upgraded solution will offer:

- A more user-friendly interface
- Improved functionality
- Ability to manage and view multiple accounts under one customer with the same username
- Downloadable app for mobile devices
- Additional features to make managing your utility account(s) easier

We'll be providing detailed information and tutorials closer to the launch date. In the meantime, customers can continue to manage their account using our current online portal, by visiting www.ci.richland.wa.us/myutilities.

NEED TO MAKE A REPORT?

Non-Emergency Dispatch: 509-628-0333

Power Outages: 509-942-7421

After Hours and Weekends: 509-943-4428

Traffic Light Issues: 509-942-7429

After Hours and Weekends: 509-943-4428

Wastewater/Stormwater: 509-942-7480

After Hours and Weekends: 509-545-2763

Water: 509-942-7670

After Hours and Weekends: 509-545-2763

Animal Control: 509-547-3740

Code Enforcement: 509-942-7739

Mosquito Control: 509-967-2414

If the matter is not urgent, please fill out a service request form at www.ci.richland.wa.us/servicerequest. Requests are sent to the appropriate department and are prioritized and completed as soon as possible.

APRIL IS FAIR HOUSING MONTH

The Fair Housing Act prohibits discrimination in housing based on:

- race/color
- national origin
- religion/creed
- sex (includes sexual orientation, gender identity, sexual harassment, and domestic violence)
- disability
- familial status
- marital status
- military/veteran status
- immigration and citizenship class



The Washington Residential Landlord Tenant Act prohibits discrimination in housing based on source of income or subsidy.

To learn about training opportunities or if you believe that you have experienced housing discrimination, contact Northwest Fair Housing Alliance at (800) 200-FAIR or www.nwfairhouse.org.



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DO YOU QUALIFY FOR THE OWNER-OCCUPIED REHABILITATION PROGRAM?

The City of Richland has a program to help eligible low-to moderate-income, home owners with the following repairs: Plumbing, Furnaces, Accessibility, Roofing

CAN YOU ANSWER "YES" TO THE FOLLOWING:

Is your income at or below the following:

1 Person	2 Person	3 Person	4 Person	5 Person	6 Person	7 Person	8 Person
\$51,750	\$59,150	\$66,550	\$73,900	\$79,850	\$85,750	\$91,650	\$97,550

- Are you a U.S. citizen, non-citizen nationals or qualified to be in the United States?
- Do you own a home in the Richland city limits?
- Is this home your primary residence?
- Is your debt to income ratio less than 43%
- Is the value of your home worth less than \$347,000?
- Is your home free of objectionable liens?
- Are your house payments current?
- Do you have homeowners insurance?

IF YOU ANSWERED YES TO ALL THESE QUESTIONS YOU MAY QUALIFY FOR OWNER-OCCUPIED REHABILITATION.

For more information, contact:

Toni Lehman, CDBG/HOME Administrator | 509-942-7580 • tlehman@ci.richland.wa.us