



Annual Disclosures to City of Richland Energy Services Customers

We want you to be informed about your electric utility, so we remind you annually that the information listed below is available to you at no charge on our website at www.ci.richland.wa.us or by contacting us at CustomerService@ci.richland.wa.us or (509) 942-1104, option 4. Even though Washington State Law Chapter 19.29A RCW requires that we tell you this annually, we think it's just good service to let you to know we're here when you have questions.

1. An explanation of credit and deposit requirements.
2. An itemized listing of all rates and charges for which you are responsible and an explanation of how to receive notice of public hearings on rate changes.
3. An explanation of metering or measurement policies including the process used to verify the reliability of meters and adjusting bills upon discovery of errors in meters or measurements.
4. An explanation of bill payment polices including due dates and late fees.
5. An explanation of payment arrangement options available to customers including budget payment plans and home heating assistance from government and private sector organizations.
6. An explanation of methods used by the customer to discontinue service, an explanation of circumstances under which service may be discontinued by the City, and how to avoid disconnection.
7. An explanation of policy governing the confidentiality of proprietary customer information.
8. An explanation of the methods by which a customer may make inquiries to and file complaints with the City and the City's procedures for responding to and resolving complaints and disputes.

9. An annual report containing the following information for the previous calendar year:
 - a. A general description of the City's various electric rate classes.
 - b. A summary of the average electricity rates per customer class in cents per kilowatt hour.
 - c. An explanation of amount invested in conservation, non-hydro renewable resources, and low-income energy assistance programs and the source of funding for the investments.
 - d. An explanation of the amount of federal, state, and local taxes collected and paid by the City's electric utility including the amounts collected by the electric utility paid directly by retail electric customers.

Other information to note

1. Richland Energy Services offers a voluntary Renewable Option Program, which gives customers an opportunity to purchase the environmental benefits of wind power generated in the Pacific Northwest. Go to www.ci.richland.wa.us/EnergyServices to learn more.
2. Recommended temperatures for water heaters should be no higher than 120°F or the minimum setting on a water heater that cannot be set that low. Water heaters furnished in leased or rented residential units must be set no higher than 120°F or the minimum setting on a water heater that cannot be set that low.



Receive the Benefits of Clean, Renewable Wind Energy for Your Home or Business

Through our partnership with Bonneville Environmental Foundation’s Renewable Option Program, you can affordably purchase the environmental benefits of wind power generated throughout the Pacific Northwest. BEF’s Green-e Energy Certified Renewable Option Renewable Energy Credits (RECs) represent renewable energy sources from Pacific Northwest projects where clean zero-emission wind energy has been delivered to the North American power grid to replace fossil fuel-based electricity.



- Each block of Renewable Option RECs represents the environmental attributes of 1000 kilowatt-hours of electricity generated from wind energy facilities throughout the Pacific Northwest.
- You can purchase as many REC’s as you want. BEF will charge you a modest fee for your Renewable Option REC purchase and will deliver you proof of purchase

identifying your specific product supply by email. Your City of Richland account and monthly billing will NOT be affected by your purchase. Learn more at www.ci.richland.wa.us/EnergyServices.

Richland Energy Services Offers Rebates & Loans for Qualifying Energy Efficiency Upgrades

Did someone say REBATE? Richland Energy Services offers rebates and low-interest loans to qualified customers for energy efficient HVAC equipment and weatherization upgrades to insulation, windows, doors, and hybrid water heaters. Contact one of our Authorized Contractors to learn what rebates are available for your home.

Customers can select a rebate and/or apply for a low-interest loan, in which case the rebate will be deducted from the loan balance.

Visit our www.ci.richland.wa.us/energyefficiency to find out more information or to apply for an energy efficiency loan.

2022 FUEL MIX

Richland Energy Services is providing this fuel mix disclosure as required by Washington State Law Chapter 19.29A RCW. The fuel mix is the sources of electricity we sold to customers during 2022.

Fuel Type	%
Coal	0.00%
Hydroelectric	78.45%
Natural Gas	0.00%
Nuclear	10.11%
Petroleum	0.00%
Solar	0.63%
Wind	0.40%
Unspecified*	10.41%
Total	100%

*Unspecified power is electricity obtained in a transaction where the seller does not identify a specific generating source.

90% of the electricity we provide customers is from emissions-free generation resources.

If you have questions, please call (509) 942-7403 or email energyservices@ci.richland.wa.us.