



CITY OF RICHLAND

CUSTOMER CONNECT

NEWS & UPDATES FOR RICHLAND UTILITY CUSTOMERS

JULY 2024

Holidays Observed

City offices will be closed in observance of the following holidays:

7/4 – Independence Day

9/2 – Labor Day

Energy Conservation

Cooling and heating your home uses more energy than any other system in your home. Follow these simple and practical tips to conserve energy, save on your utility bill, and stay cool during the warmer weather:

- Set your thermostat at the highest setting while remaining comfortable. The Department of Energy recommends 78 degrees.
- Avoid using your oven, dryer, or dishwasher during the hottest parts of the day.
- Use ceiling and oscillating fans when possible. Run ceiling fans counterclockwise.
- Close blinds and window coverings during the hottest times of the day.
- Grill outdoors or use your microwave oven to prepare meals.
- Turn off lights, television and appliances when not in use.
- Check your cooling system filter and replace if dirty.
- Have a plan in place in case power goes out and you need a cool place to stay.
- Check on your extended family and neighbors to ensure everyone's safety. City of Richland facilities, including the Richland Public Library, City Hall and Community Center are open to the public if needed for cooling options. Visit www.ci.richland.wa.us for hours of operation.

For more information, visit www.ci.richland.wa.us/conservationtips.

Water Conservation

When it comes to conserving water, small adjustments can have a noticeable impact. Follow these simple tips and you may see a decrease in your water bill this summer.

- **Watering Times:** Watering your yard in the early morning or evening ensures more of the water you expend soaks into your lawn or garden.
- **Fix Drips:** Leaking spigots can add a substantial amount of water loss if left unrepaired. Check washers and connections frequently, and repair any hoses, as needed.
- **Check for Leaks in Your Toilet Tank:** A common cause of wasted water is a leak in the tank of a toilet. Check if your tank has a leak causing water waste. Simply put a couple of drops of food coloring in the tank. If the color makes its way to the toilet bowl, your tank is leaking.

For more tips and information, visit www.ci.richland.wa.us/conservationtips.

Digital Permitting Portal

The City of Richland's Permitting Office has moved to an all-digital permitting process. The self-service portal allows applicants to apply for Building Permits, Planning Applications, Right-of-Way Permits and Fire Permits online via desktop, mobile, and other devices, making it a convenient way for applicants to complete and track permit activities.

The City's implementation of the new permit management software system is designed to help the City improve efficiency, provide greater transparency into City processes, and deliver better customer service. More information can be found by visiting ci.richland.wa.us.

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 760 electric and 620 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 late-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.