



CITY OF RICHLAND

CUSTOMER CONNECT

NEWS & UPDATES FOR RICHLAND UTILITY CUSTOMERS

NOVEMBER 2024

Power Outage Map

When the occasional outage occurs, we are here to help you be prepared, stay informed, and stay safe while our crews are working around the clock to restore power.

To view current outages or report a power outage, use our interactive map at www.ci.richland.wa.us/poweroutages or scan the QR code below.



Fall Cleanup 2024

Fall Cleanup is a FREE curbside service provided to our residents. This annual curbside cleanup program will begin November 4 and run weekly through December 20. Pickup will occur on your regularly scheduled service day.

Items accepted at the curb:

- Extra bagged and bundled organics
- Extra bagged household waste
- Small items that fit in the gray can

The following items will not be picked up at the curb:

- Any item or bag over 40 lb
- Paints, chemicals or other hazardous waste
- Large appliances
- Tires
- Furniture or bulky items larger than 2'x4'
- Dry wall or other construction or demolition debris
- Tumbleweeds, rocks, bricks, dirt, or concrete

Note: Your collection cans must be out at the curb with any extra bags so drivers can reload the cans with the bags in order to dump them in the truck.

Please be sure to fill cans first before placing extra bags on the ground near the can.

Advanced Metering Infrastructure Update

City crews are continuing efforts to replace customer electric and water meters with the new Advanced Metering Infrastructure (AMI) solution. Approximately 520 meter updates remain.

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

Holidays Observed

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

- 11/11 – Veterans Day
- 11/28 & 11/29 – Thanksgiving Holiday
- 12/24 & 12/25 – Christmas Holiday
- 1/1 – New Years Day

HELPING HANDS

Richland residents can help those in need with their utility bills by donating to the City's Helping Hands Fund. There are three options to help. You can make a one-time donation, round-up your utility bill to the nearest dollar, or choose to donate a specific amount each billing cycle.

For more information, visit www.ci.richland.wa.us/helpinghands and fill in the easy, online form, call (509) 942-1104, and choose Option 4, or email CustomerService@ci.richland.wa.us. You may opt-in to participate, modify, or cancel at any time.

NEW WEBSITES COMING SOON

The City of Richland has been working to refresh their existing websites. The updated websites are designed to enhance your experience, providing easier access to important information, resources, and services.

What to Expect:

- A user-friendly design for seamless navigation
- Quick access to essential services and updates
- Improved mobile compatibility for on-the-go access

Please stay tuned for important updates in the coming weeks regarding our official launch date. www.ci.richland.wa.us.

NEED TO MAKE A REPORT?

Non-Emergency Dispatch: 509-628-0333

Power Outages: 509-943-4428

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.