



CITY OF RICHLAND

CUSTOMER CONNECT

NEWS & UPDATES FOR RICHLAND UTILITY CUSTOMERS

APRIL 2025

Progress Update: New Online Customer Utility Portal

The City of Richland has been working diligently with our vendors to launch a new online utility customer portal. Although we have experienced delays and unforeseen issues with the upgrade, we are making good progress with the online utility portal to be available to our customers. 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 Are Hiring Looking for a job opportunity?

The City of Richland is hiring Seasonal Aquatics positions for Lifeguards and Recreation Attendants.

Join a career in public safety! Richland Police, Fire & Emergency Services, and the Southeast Communications Center are hiring.

Visit www.WeAreRichland.org for job details, salary, benefits, and training.

April is Fair Housing Month The Fair Housing Act

prohibits discrimination in housing based on race or color, religion, sex (including sexual harassment), national origin, familial status, or disability.

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

If you believe that you have experienced housing discrimination, contact Northwest Fair Housing Alliance at (800) 200-FAIR or www.NwFairHouse.org.



Do You Qualify for the Owner-Occupied Rehabilitation Program?

Are you a low-moderate income home owner in need of home repairs? Find out if you qualify and apply for the Owner-Occupied Rehabilitation Program by visiting www.ci.richland.wa.us/LowIncomePrograms.

Consider Planting a Tree this Spring

Spring is here and it is a perfect time for planting trees! But remember to consider the tree's purpose, surroundings, and local climate.

Things to Consider Before Planting:

- Purpose: Shade, privacy, aesthetics, or windbreaks. Trees that shed their leaves in Fall cool, while evergreens block wind and add privacy.
- Surroundings: Keep trees away from power lines, homes, sidewalks, and driveways.
- Climate and Soil: Choose trees suited to your environment and consider wildfire risks.

Visit our website, www.ci.richland.wa.us/TreeResources, for information on selecting the right tree, energy-saving benefits of trees, electrical safety with trees, tree care tips and more.

Call before you dig! Please call 811 or visit www.CallBeforeYouDig.org before planting trees in your yard.

Arbor Day Celebration

Join the City of Richland as we recognize Arbor Day and continue our commitment as a "Tree City USA" and "Tree Line USA" community.

- Friday, April 25, 2025
- 1:00 p.m. at Craighill Park
- 200 Craighill Ave, Richland

- Proper tree planting techniques will be demonstrated.
- Attendance by a Professional arborist.
- Goodie bags for kids provided.

LANDFILL HOURS

MON - SAT 8:00 A.M. TO 4:00 P.M.
CLOSED ON SUNDAYS
(CLOSED FOR CITY-RECOGNIZED HOLIDAYS)

HOLIDAY CITY FACILITY CLOSURES

CITY OF RICHLAND FACILITIES WILL BE CLOSED:

MAY 26, 2025
(MEMORIAL DAY)

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. Other disposal and storage options are listed at www.ci.richland.wa.us/Landfill.

NEED TO MAKE A REPORT?

Non-Emergency Dispatch: 509-628-0333

Power Outages: 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.

WWW.CI.RICHLAND.WA.US

WILDFIRE PREPAREDNESS EXPO



MAY 3RD • 9 - 11AM

Get ready for a fun and family-friendly event where you'll discover how to keep your home and community safe from wildfires! Meet and engage with local emergency services, explore wildfire prevention programs, gather expert tips to help you stay prepared and protected. Plus, tour fire and police vehicles!

**BADGER MOUNTAIN
COMMUNITY PARK**

350 KEENE RD. (NEAR DOG PARK)



ALL AGES WELCOME • ACTIVITIES • AND EVEN MORE



**TO LEARN ABOUT THIS EVENT, GO TO
[WWW.FACEBOOK.COM/RICHLANDWAFIREDEPT](https://www.facebook.com/richlandwafiredept)
FOR UPDATES AND MORE!**