



MAY 2025

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, 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

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.

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

2023 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 2023.

Fuel Type	%
Coal	0.00%
Hydroelectric	73.48%
Natural Gas	0.00%
Nuclear	10.60%
Petroleum	0.00%
Solar	0.50%
Wind	0.00%
Other Generation	0.07%
Unspecified*	15.35%
Total	100%

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

85% 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.

FUTURE IN FOCUS

THREE VISIONS. ONE BOLD FUTURE: LAND USE, TRANSPORTATION, AND GREEN SPACE

The City of Richland is excited to announce the official launch of Future in Focus, a bold and inclusive planning initiative that brings together three major efforts—our Comprehensive Plan, City-wide Transportation Systems Plan, and Parks, Recreation and Open Space (PROS) Plan—into one unified vision for Richland's future.

As Richland continues to grow and evolve, now is the time for residents to help shape what comes next. Future in Focus invites everyone in our community to get involved and share their ideas for how we live, move, and connect with green space for decades to come.

Why It Matters

Richland is full of potential, and Future in Focus ensures we're planning thoughtfully and inclusively. By aligning key city plans and gathering community input, we're laying the groundwork for a more sustainable, accessible, and vibrant city for all.

To stay informed, follow the City of Richland on social media and visit www.ci.richland.wa.us/futureinfocus. Let's build a brighter future—together.



GEORGE PROUT POOL

OPENING FOR LAP SWIMS IN MAY

Pool season is fast approaching! Richland's very own George Prout Pool will begin opening for lap swims starting Wednesday, May 7, 2025, from 4:00 to 6:30 p.m., Wednesday through Friday during the first week. Additional lap swim dates and times will be offered as staffing and weather permits. The community can look forward to the official Summer opening of George Prout Pool on June 14! More information will be communicated on the Richland Parks and Recreation Facebook as well as their website, www.richlandparksandrec.com.

IRONMAN RACE 2025

NOW LOOKING FOR VOLUNTEERS TO HELP AT THE RACE

Looking for a unique way to support your community, meet new people, and be part of something extraordinary? The IRONMAN 70.3 in Tri-Cities, Washington is coming up on Sunday, September 21, 2025—and organizers are looking for volunteers to help make it all happen! From setting up race-day stations to assisting athletes on the course, volunteers play a vital role in the success of this iconic endurance event. Whether you have a few hours or a few days to give, there's a role that fits your interests and availability.



As a volunteer, you'll get an up-close look at the dedication and drive of IRONMAN athletes while contributing your time and energy to an unforgettable experience. Positions range from gear check and aid stations to tech support, massage, and more. Every volunteer receives a free t-shirt, access to a special welcome banquet, and the satisfaction of knowing you helped bring a world-class event to life. Signing up is simple—just head to the IRONMAN volunteer registration site to choose your shift. Rally your friends and family, and let's show what the Tri-Cities spirit is all about!



Ready to get involved?

To view available positions and register, please scan the QR code to the right, visit www.ironman/volunteerlocal.com or email im70.3washingtontri-cities@ironmanvolunteers.com.