

UTILITY BILLING INFORMATION All City of Richland utility bill charges are based on the current Richland Municipal Code (RMC). View our rates and schedule of fees online at richlandwa.gov/rates. You may also call Customer Service at (509) 942-1104.

ELECTRIC The Electric charge is a daily base rate + energy/demand usage at the applicable rate for the service and rate schedule as indicated in RMC Title 14. Your bill includes charges for electricity, delivery services, general administration and overhead, metering taxes, conservation expenses, and other items. Visit www.ci.richland.wa.us/EnergyServices for energy-saving tips and programs. For power outages, contact 509-943-4428 or visit richlandwa.gov/poweroutages.

ENERGY EFFICIENCY PROGRAMS The City of Richland sponsors several conservation programs for new and existing commercial and residential buildings. Visit richlandwa.gov/energyservices, or call 509-942-7431 for details.

WATER The water charge is a daily base rate + consumption at the applicable rate for meter size and customer type as indicated in RMC Title 18. For water emergencies, contact 509-942-7670 Monday-Friday 7:00a.m.-3:30p.m. or 509-545-2763 after hours.

ACCESS TO METERS Per RMC Titles 14 and 18, meters must be accessible and free from debris or other blockages. Obstructed meters may result in an estimated read.

ADJUSTMENTS/PRORATED CHARGES Adjustments to correct meter reads or billing errors may be made on a subsequent billing. If a customer receives a bill for a partial month, base rates will be prorated based on number of day's service, and actual consumption and demand will be billed.

PAYMENT ARRANGEMENT Payment arrangements may be available to customers unable to pay their utility bill. If a payment arrangement has been made, failure to pay as agreed may result in immediate disconnect and additional service charges without further notice to the customer.

LOW INCOME Low-income discounts are available. Interested applicants must meet qualifications and apply through Customer Service.

HELPING HANDS PROGRAM CONTRIBUTION Customers may voluntarily contribute any amount at any time or participate in the Helping Hands Program, a fund that helps other City customers who qualify as low-income and are having difficulty paying their bill. The Benton Franklin Community Action Committee (BFCAC) is the City's agent for disbursing donations to qualified applicants. To apply for assistance, contact BFCAC at 509-545-4065.

WINTER WEATHER PAYMENT PLAN Under RCW 54.16.285, between November 15th and March 15th, an electric utility may not discontinue residential space heating service if the customer meets the requirements listed under RCW 80.01.040, 80.04.160 and WAC 480-100-143. To qualify, you must: (1) notify the City of Richland no later than 10 days from the date of delinquent notice issuance, (2) obtain the Winter Weather Payment Plan application that must be completed and signed by an authorized employee of the Benton Franklin Community Action Committee, (3) meet requirements listed in RWAC 480-100-143.

HEAT ADVISORY During a heat advisory event, customers disconnected for non-payment may contact Customer Service for temporary service reconnection throughout the event. If payment is not received, customers may be subject to disconnection without notice after the event.

CHANGE OF MAILING ADDRESS To request a change of mailing address, visit richlandwa.gov/myutilities or call 509-942-1104.

ADDITIONAL UTILITY SERVICES For information on additional utility services, fees, payment options, or frequently asked questions, please visit our website at richlandwa.gov/customerservice.

DELINQUENT AND UTILITY COLLECTION CHARGES Failure to receive a bill does not release a customer from obligation. Payments received are applied to the oldest balance first. Utility bills are generally issued monthly and are due 20 days from the bill date. A late fee is assessed 8 days after the bill due date. In addition, a fee is charged for each attempted customer contact regarding nonpayment or failure to apply for service. Service may be disconnected after the due date printed on the original monthly bill. Subsequent bills shall not postpone date of disconnect or constitute waiver of the City's right to disconnect service. Once an account becomes delinquent, the account may be subject to: (1) possible disconnection of service (2) collection and charges (3) a deposit (4) service lien. Unpaid closed accounts and unpaid miscellaneous accounts may be referred to an agency for collection. If you feel there is a discrepancy, you may request a hearing in writing at least three days prior to the due date of your first delinquent written notice. Having services disconnected does not release a customer from obligation. This bill does not extend the due date of past bills. Per RCW 19.16.500, agency fees are payable by the customer.

FEES Fees are assessed for new customer-accounts, returned payments, delinquent notices, disconnects, reconnects following disconnect after-hours, returned payment, failing to sign up for service, meter testing and meter tampering. After-hours fees apply M-F after 5p.m., on weekends or holidays. Additional fees can be found in the RMC or fee schedule available on our website or by request.

CHANGE OF OCCUPANCY The customer of record that requested service is responsible for all charges on the account until the City has been officially notified of any changes. Failure to apply for or terminate services does not release the tenant or owner from responsibility for services rendered.