



MYACCOUNT UPDATE

NEW UTILITY PORTAL LAUNCHING THE WEEK OF OCTOBER 27, 2025

The City of Richland's (City) new utility portal, MyAccount, will be launching the **week of October 27, 2025**. This new utility portal will replace our existing on-line customer service portal, E-care.

Current E-care Users Migrating to MyAccount: Existing E-care users being migrated to MyAccount will receive an email with password reset instructions once the portal is available.

New Users to MyAccount: After the launch date, our website will have tutorials available to set up your new MyAccount. Visit our website at richlandwa.gov/MyUtilities. *Please save a printed bill as you will need to have your name and 16-digit account number, exactly as it appears on your bill to sign up.*

Other Assistance Available for MyAccount: Our Customer Service team will be available in-person at the following locations and dates to assist customers with the sign-in process.

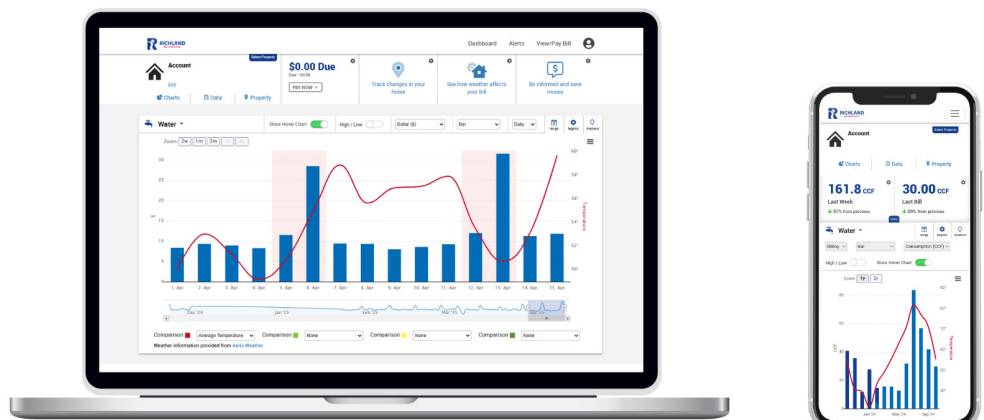
- City Hall Lobby Area: October 27-31, 8:00 a.m. to 5:00 p.m.
- Richland Community Center: October 27-30, 6:00 p.m. to 8:00 p.m.
- Richland Public Library: October 27-30, 10:00 a.m. to 2:00 p.m.

Important Transition Information:

From October 24 – October 27, 2025, access to online and telephone payment tools will be limited. During this time:

- Customer Service will be able to accept cash or check payments only.
- No disconnects or late charges will be issued.
- Customers are encouraged to visit the project page frequently (richlandwa.gov/MyAccount) for the most recent updates.

Stay up-to-date by reading your utility bill inserts, emails associated with your account, the City of Richland Facebook, and the project website.





FUTURE IN FOCUS THREE BIG PLANS, ONE BOLD FUTURE

FUTURE IN FOCUS

CITY OF RICHLAND

COMPREHENSIVE LAND USE PLAN



PUBLIC SURVEY Open Friday, October 10

Help shape the future of our community! Share your input on the City's Comprehensive Land Use Plan by completing a short survey. Your feedback will play an important role in guiding growth, development, and quality of life in Richland.

Scan the QR code to take the survey



OCTOBER 2025



Talking TRASH

FALL 2025

YARD WASTE (GREEN CANS):

Weekly Collection: Yard waste is collected every week on your regular garbage day.

What Goes in the Green Can:

- Grass, leaves, and plant trimmings
- Garden debris like inedible fruits and vegetables
- Non-treated wood and branches less than 4" in diameter

Do NOT put in the green can:

- Treated or glued wood
- Meat, processed food, or animal waste
- Household garbage, dirt, rocks, concrete, metal

Compostable Bags:

- Bag yard waste only in certified compostable bags to allow composting at the landfill.
- Free bags available for Richland residents at City Hall and Horn Rapids Landfill starting Oct. 6 (walk-in, while supplies last).
- Compostable bags are also available for purchase online or at Ace Hardware — look for the certified compostable symbol.
- Extra bagged yard waste placed at the curb may incur a charge, except during Fall Cleanup when it's free.
- Winter tip: Compostable bags prevent yard waste from freezing to the can.



Christmas Trees:

- Collected the first two weeks of January.
- Trees must be cut to fit in the green can.

Reminder:

- Fill your green can to capacity before bagging or bundling for Fall Cleanup.
- Yard waste collection continues through winter, except during freezing temps — check the City of Richland Facebook page or richlandwa.gov/solidwaste for updates.

RECYCLING (BLUE CANS):

Collection: Recycling is collected every other week in your 96-gallon blue cart on your assigned day.

What to Recycle:

- For a full list of accepted materials and guidelines, visit: richlandwa.gov/recycling.

Reminder:

- Check your collection schedule by address on the website to know your recycling day.
- Keep recyclables loose in the cart — no plastic bags unless specified.

HOUSEHOLD WASTE (GRAY CANS):

Collection: Garbage is collected on your assigned day Monday through Friday, year-round, except on Christmas Day.

Holiday Schedule:

- If your collection day falls on Christmas, your garbage will be picked up the following day, and all other collections that week will be one day later than normal.

Tips:

- Place your gray can out by 6:00 a.m. on your scheduled day.
- For questions about your garbage service, call 509-942-7700.



Talking TRASH

FALL 2025

FALL CLEANUP BEGINS NOVEMBER 10

Fall Cleanup is a FREE curbside service for Richland residents. This year's program runs November 10 – December 19 weekly. Pickup will take place on your regular collection day.

What You Can Put at the Curb

- Extra bagged and bundled organics
- Extra household waste
- Small items

What Will Not Be Collected

- Any bag or item weighing more than 40 lbs
- Paint, chemicals, or other hazardous waste
- Large appliances
- Tires
- Furniture or bulky items larger than 2'x4'
- Drywall, construction, or demolition debris
- Tumbleweeds, rocks, dirt, bricks, or concrete

FREQUENTLY ASKED QUESTIONS

How often may I utilize Fall Cleanup curbside pickup?

Fall Cleanup curbside pickup is available every week from November 10 through December 19 on your regularly scheduled pickup day.

Do I have to bundle branches and limbs?

Yes, if your green can is full, overflow organics must be bundled.

- Individual branches should be no more than 4 inches in diameter.
- Larger branches and tree trunks can be taken to the landfill, where residents receive unlimited free yard waste disposal year-round.

How should I place my cans and extra bags for collection?

Please make sure:

1. Your collection cans are out at the curb by 6:00 a.m.
2. Any extra bags are placed with or near your cans so drivers can reload the cans to dump them in the truck.
3. Fill your cans first before placing extra bags on the ground.

WHAT IF MY REGULAR GARBAGE DAY FALLS ON A CITY-OBSERVED HOLIDAY?

Collection is on regular schedule for all City-observed holidays, except Christmas Day.

- Veterans Day | Tuesday, November 11 | NORMAL COLLECTION SCHEDULE
- Thanksgiving | Thursday, November 27 | NORMAL COLLECTION SCHEDULE
- Day After Thanksgiving | Friday, November 28 | NORMAL COLLECTION SCHEDULE
- Christmas Eve | Wednesday, December 24 | NORMAL COLLECTION SCHEDULE
- Christmas Day | Thursday, December 25 | COLLECTION DAY MOVED TO FRIDAY
- Day After Christmas | Friday, December 26 | COLLECTION DAY MOVED TO SATURDAY

CITY-OBSERVED HOLIDAYS

New Year's Day	Labor Day	Christmas Eve
President's Day	Veterans Day	Christmas Day
Memorial Day	Thanksgiving Day	
Independence Day	Day After Thanksgiving	

HORN RAPIDS SANITARY LANDFILL

8:00 A.M. - 4:00 P.M. | MONDAY - SATURDAY
CLOSED SUNDAY
CLOSED CITY-OBSERVED HOLIDAYS

HOLIDAY CITY FACILITY CLOSURES

ALL CITY OF RICHLAND FACILITIES WILL BE CLOSED:

NOV 11, 27 & 28, 2025

VETERANS DAY, THANKSGIVING DAY AND DAY AFTER

DEC 24 & 25, 2025

CHRISTMAS EVE AND CHRISTMAS DAY

STAY INFORMED



City of Richland News and Information Always Within Reach

The City offers several easy ways for residents and organizations to receive timely updates and important information. Pick the tools that work best for you and stay engaged with what's happening in Richland.

STAY INFORMED WITH E-NOTIFICATIONS

Sign up at richlandwa.gov/enotify to receive personalized updates straight to your inbox. Choose the topics that matter most to you. Whether it's City news, public safety alerts, upcoming events, or specific project updates, with e-notifications, you decide what information you receive, so you'll always stay connected to what's happening in Richland.

FOLLOW US ON SOCIAL MEDIA

From community events and service updates to behind-the-scenes highlights, we share timely information in the places you already scroll. Choose the platforms that work best for you and never miss an update.

- Facebook – Community stories, updates, and events
- Instagram – Photos, reels, and behind-the-scenes highlights
- LinkedIn – City projects, initiatives, and career opportunities
- YouTube – City news, event coverage, and informational videos.



@RichlandWA



@CityofRichland



City of Richland



Richland CityView

SIGN UP FOR FLASHALERT

Stay in the know with real-time City updates. All City of Richland press releases are distributed through FlashAlert. Visit flashalert.net/individual-login, scroll down and select "new account" to register and receive important announcements delivered instantly to your inbox or device.

WEEKLY TRAFFIC UPDATES

Stay ahead of road closures and traffic changes with the latest from Public Works. Every week, the webpage is updated with current traffic impacts, so you can plan your routes with confidence. Visit richlandwa.gov/trafficimpacts and bookmark the page and never get caught off guard.

We appreciate you staying engaged and connected. The City of Richland is committed to keeping you informed and supported. Visit richlandwa.gov to access news, updates, and resources; everything you need to stay in the know and connected to your community.