



NEWS & UPDATES FOR RICHLAND UTILITY CUSTOMERS

November 2025

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 RichlandWA.gov/PowerOutages or scan the QR code below.



Winter Weather Is Coming: Understanding Snow & Ice Control in Richland

As temperatures drop and winter storms move in, the City of Richland is prepared to keep roads as safe and passable as possible. Our Snow and Ice Control Program focuses on keeping major travel routes open so emergency services, schools, transit, and daily commuters can keep moving.



We clear and treat streets in priority order:

- Priority 1: Main arterial streets
- Priority 2: Collector streets/school zones
- Priority 3: High priority steep streets
- Priority 4: Remaining residential streets, only when high accumulations occur

This approach helps maintain mobility across the city, especially during active snowfall or freezing temperatures.

Crews apply anti-icing material ahead of storms when conditions allow. Depending on the type, accumulation, and recurrence of winter storm events, the Streets Supervisor will determine if and when other resources are deployed.

Before winter arrives, take a moment to review routes and service details at RichlandWA.gov/Snow. Knowing what to expect helps everyone travel more safely when winter weather hits.

MyAccount Available

The City's new utility billing portal, MyAccount, is now available! Existing E-care users should have received an email to reset their password.

If you are a new user, make sure to create your account today! It's easy to use and all you need to sign-up is your billing information that includes your name and 16-digit account number (exactly as it appears on your bill). Need help with signing up?

Go to RichlandWA.gov/MyAccountHelp or call Customer Service at (509) 942-1104 option 4.

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 RichlandWA.gov/HelpingHands and fill in the easy, online form, call (509) 942- 1104, and choose option 4, or email CustomerService@richlandwa.gov. You may opt-in to participate, modify, or cancel at any time.

Downtown Loop Project Update

The City of Richland is advancing the Downtown Loop project, a long-planned effort to improve safety, walkability, and traffic flow in our city center. This one-way street system and new pedestrian upgrades will make it easier to move through downtown and support future business and community activity.



Construction will begin in 2026 and occur in phases to reduce impacts and maintain access. Stay informed on traffic changes, timelines, and project updates at TheDowntownLoop.com.

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
 ALL CITY OF RICHLAND FACILITIES WILL BE
NOVEMBER 11, 27 & 28, 2025
 VETERANS DAY, THANKSGIVING DAY AND DAY AFTER
DECEMBER 24 & 25, 2025
 CHRISTMAS EVE AND CHRISTMAS DAY

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 RichlandWA.gov/ServiceRequest.



Requests are sent to the appropriate department and are prioritized and completed as soon as possible.

2026 COLLECTION CALENDAR

Visit richlandwa.gov/collectionschedule to find your recycling collection day and week.



■ Recycling Week A
 ■ Recycling Week B
 🌲 Christmas Tree Pick Up
 □ Fall Clean Up Bags

JANUARY

M	T	W	T	F
			1	2
5 🌲	6 🌲	7 🌲	8 🌲	9 🌲
12 🌲	13 🌲	14 🌲	15 🌲	16 🌲
19	20	21	22	23
26	27	28	29	30

FEBRUARY

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MARCH

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30	31			

APRIL

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MAY

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JUNE

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JULY

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AUGUST

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SEPTEMBER

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OCTOBER

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NOVEMBER

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DECEMBER

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Curbside Christmas Tree Pickup

Undecorated trees will be collected from the curb during the first two weeks of January. Trees more than six feet tall need to be cut in half. Green yard waste container must be at the curb.

Fall Cleanup

Please place extra bags (free during Fall Cleanup, November 9 - December 18), along with your full refuse containers, weekly at the curb by 6:00 a.m. on your regularly scheduled collection day. Extra bagged items accepted at the curb: bagged and bundled organics, household waste, and small items. Limit of 40 lbs. per bag. Limbs and branches must be bundled. Everything picked up will be considered garbage during Fall Cleanup. No tumbleweeds, hazardous waste, appliances or tires. No bag pick up on Thanksgiving (11/26)*.

LANDFILL HOURS (CLOSED CITY OBSERVED HOLIDAYS)
 MON - SAT | 8:00 A.M. TO 4:00 P.M. CLOSED SUNDAYS.