



MYRICHLAND MOBILE APP

UTILITY ACCESS, RIGHT FROM YOUR PHONE!

The City of Richland's new **MyRichland** mobile app is now available for **iOS and Android**, making it even easier to manage your utility account anytime, anywhere.

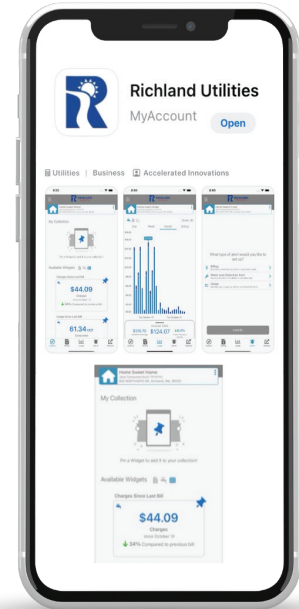
Get started in just a few steps:

- Visit the Apple App Store or Google Play Store
- Search My Richland (be sure to include the space)
- Download Richland Utilities MyAccount
- The app will appear on your device as MyRichland
- Sign in using your existing MyAccount login

(No additional setup required)

The MyRichland app is part of the next phase of the City's MyAccount utility customer service portal, designed to give customers more convenient access to their utility information on the go.

Learn more or access the MyAccount portal at:
richlandwa.gov/MyAccount



A.I. SUPPORT ON NON-EMERGENCY 911 CALLS

SOUTHEAST COMMUNICATIONS CENTER (SECOMM)

The Southeast Communications Center (SECOMM) has launched a new A.I. tool, Aurelian, to help with non-emergency calls and keep 911 lines open for urgent situations. Emergency calls are still handled by trained officers, and residents should call 509-628-0333 for non-emergency needs.

Aurelian assists with common requests like general questions, abandoned vehicles, and minor traffic concerns by gathering information and routing calls. Call summaries are reviewed by SECOMM staff.

Tip: Speak to it like a real person, conversational language helps it work better as it's fine-tuned.

Aurelian supports dispatchers, not replaces them. Dispatchers remain fully responsible for decisions and emergency response, and any urgent call is immediately transferred. The system is continually being reviewed by staff for improvement.

Visit www.bces.wa.gov/non-emergency for a list of FAQ's and additional information.



WWW.RICHLANDPARKSANDREC.COM/BUNNYBRUNCH

BUNNY 2026 Brunch

Saturday, March 28 • 10:00 a.m. - 1:00 p.m.
Richland Community Center, 500 Amon Park Drive

Enjoy a pancake breakfast, a visit from Mr. Bunny (with photo ops!), yard games, Bunny Bingo, face painting, egg hunt zones, and delicious food vendors!

