



CUSTOMER CONNECT

NEWS & UPDATES FOR RICHLAND UTILITY CUSTOMERS

APRIL 2026

Credit/Debit Card Fee Update

Due to rising processing costs, the City will begin phasing in updates to credit and debit card fees.



The first phase, utility billing payments, is expected May–June 2026. Customers can avoid fees by paying online or enrolling in Auto Pay using a bank account (ACH). Future phases will include permitting, landfill, and other City services.

Learn more by calling 509-942-1104 or manage your account at richlandwa.gov/MyAccount.

MyRichland Mobile Utility App

The City of Richland's MyRichland mobile app is available for both iOS and Android, making it easy 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" (space included)
- Download Richland Utilities MyAccount (The app will appear on your device as MyRichland)
- Sign in using your existing MyAccount login

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

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

IRONMAN Tri-Cities 2026: Registration Now Open

Registration is now open for IRONMAN Tri-Cities 2026. Don't miss your chance to be part of this premier event in Richland on September 20, 2026.



Learn more and register at ironman.com/im703-washington.

America's 250th Anniversary

In 2026, the United States will commemorate the 250th anniversary of the signing of the Declaration of Independence.



The City of Richland is proud to participate in this once-in-a-generation milestone and will be sharing opportunities for our community to reflect, celebrate, and engage throughout the year.

Stay informed about local events and ways to get involved by visiting richlandwa.gov/Americas250th.

April is Fair Housing Month

The Fair Housing Act prohibits discrimination in housing based on race or color, religion, sex (including sexual harassment), national origin, familial status, or disability. The WA Residential Landlord Tenant Act prohibits discrimination in housing based on source of income or subsidy.



If you believe that you have experienced housing discrimination, contact Northwest Fair Housing Alliance at (800) 200-FAIR or www.NwFairHouse.org.

Do You Qualify for the Owner-Occupied Rehabilitation Program?

Are you a low- to moderate-income homeowner needing home repairs? Find out if you qualify and apply at richlandwa.gov/LowIncomePrograms.

This program helps eligible owner-occupants of single-family homes address code and safety issues. Projects may include essential repairs like roofing, plumbing, electrical, and accessibility improvements to keep your home safe and livable. Funding is limited, with priority given to health and safety needs.

Arbor Day Celebration

Join the City of Richland as we recognize Arbor Day and continue our commitment as a "Tree City USA" and "Tree Line USA" community. The celebration will be held on Friday, May 1, 2026 at 10:00 a.m. behind the Richland Community Center at Howard Amon Park.



There will be several new trees planted to replace those that have fallen or decayed over the years. In addition, a limited number of FREE trees will be available for residents!

Consider Planting a Tree This Spring

Spring is here and it's the perfect time to plant a tree!



Planting even one tree could lower energy costs, improve air quality, provide wildlife habitat, and more while making your neighborhood both beautiful and resilient.

Things to Consider Before Planting:

- Purpose: Shade, privacy, beauty, or wind protection. Deciduous trees cool; evergreens add privacy and block wind.
- Placement: Keep trees away from power lines, homes, sidewalks, and driveways.
- Climate & Soil: Choose trees suited to local conditions and wildfire risk.

For more information, visit richlandwa.gov/TreeResources. Please call 811 before you dig or go to CallBeforeYouDig.org.

LANDFILL HOURS

MON - SAT 8:00 A.M. TO 4:00 P.M.
CLOSED ON SUNDAYS
(CLOSED FOR CITY-RECOGNIZED HOLIDAYS)

CITY FACILITY CLOSURES

RICHLAND FACILITIES WILL BE CLOSED:

MAY 25, 2026
(MEMORIAL DAY)