

CREDIT CARD FEES

UPCOMING CREDIT & DEBIT CARD FEES ON PAYMENTS FOR CITY OF RICHLAND

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 to begin Summer 2026. Customers can avoid fees by paying online with a bank account 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.



WASTEWATER/ STORMWATER UTILITY RATE

EXPECT A RATE INCREASE BY SUMMER 2026

The City of Richland is proposing upcoming adjustments to wastewater and stormwater utility rates to ensure these essential services remain safe, reliable, and financially sustainable. Current rates have not been updated since 2009, while costs for operations, infrastructure, and regulatory requirements have steadily increased. The proposed changes would phase in rate adjustments beginning July 1, 2026, with additional updates through 2028 to support critical system improvements and long-term service reliability. Learn more about what's driving these changes, what it means for your household, and how rates compare in our Frequently Asked Questions at richlandwa.gov/UtilityRates.

GEORGE PROUT POOL

OPENING DAY: JUNE 13, 2026

Make a splash this summer at George Prout Pool! The pool officially opens for the season on June 13, 2026, offering a fun and refreshing way for families and residents to cool off during the warmer months. From open swim and lap swim to lessons and recreational activities, there's something for all ages to enjoy. Season schedules, admission information, swim lesson details, and more can be found at richlandparksandrec.com/GeorgeProutPool. We look forward to seeing you poolside this summer!

IRONMAN RACE 2026

NOW LOOKING FOR VOLUNTEERS TO HELP AT THE RACE



Looking for a unique way to support your community, meet new people, and be part of something extraordinary? The IRONMAN 70.3 in Tri-Cities, Washington is coming up on Sunday, September 20, 2026, and organizers are looking for volunteers to help make it all happen! From setting up race-day stations to assisting athletes on the course, volunteers play a vital role in the success of this iconic endurance event. Whether you have a few hours or a few days to give, there's a role that fits your interests and availability.

As a volunteer, you'll get an up-close look at the dedication and drive of IRONMAN athletes while contributing your time and energy to an unforgettable experience. Positions range from gear check and aid stations to tech support, massage, and more. Every volunteer receives a free t-shirt, access to a special welcome banquet, and the satisfaction of knowing you helped bring a world-class event to life. Signing up is simple, just head to the IRONMAN volunteer registration site to choose your shift. Rally your friends and family, and let's show what the Tri-Cities spirit is all about!

Ready to get involved?

To view available positions and register, please scan the QR code to the right, visit ironman/volunteerlocal.com or email im70.3washingtontri-cities@ironmanvolunteers.com.





Annual Disclosures to City of Richland Energy Services Customers

We want you to be informed about your electric utility, so we remind you annually that the information listed below is available to you at no charge on our website at Richlandwa.gov, by contacting us at CustomerService@richlandwa.gov or 509.942.1104, option 4. Even though Washington State Law Chapter 19.29A RCW requires that we tell you this annually, we think it's just good service to let you to know we're here when you have questions.

1. An explanation of credit and deposit requirements.
2. An itemized listing of all rates and charges for which you are responsible and an explanation of how to receive notice of public hearings on rate changes.
3. An explanation of metering or measurement policies including the process used to verify the reliability of meters and adjusting bills upon discovery of errors in meters or measurements.
4. An explanation of bill payment polices including due dates and late fees.
5. An explanation of payment arrangement options available to customers including budget payment plans and home heating assistance from government and private sector organizations.
6. An explanation of methods used by the customer to discontinue service, an explanation of circumstances under which service may be discontinued by the City, and how to avoid disconnection.
7. An explanation of policy governing the confidentiality of proprietary customer information.
8. An explanation of the methods by which a customer may make inquiries to and file complaints with the City and the City's procedures for responding to and resolving complaints and disputes.
9. An annual report containing the following information for the previous calendar year:
 - a. A general description of the City's various electric rate classes.
 - b. A summary of the average electricity rates per customer class in cents per kilowatt hour.
 - c. An explanation of amount invested in conservation, non-hydro renewable resources, and low-income energy assistance programs and the source of funding for the investments.
 - d. An explanation of the amount of federal, state, and local taxes collected and paid by the City's electric utility including the amounts collected by the electric utility paid directly by retail electric customers.

Other Information to Note

Recommended temperatures for water heaters should be no higher than 120°F or the minimum setting on a water heater that cannot be set that low. Water heaters furnished in leased or rented residential units must be set no higher than 120°F or the minimum setting on a water heater that cannot be set that low.

Richland Energy Services Offers Rebates & Loans for Qualifying Energy Efficiency Upgrades

Did someone say REBATE? Richland Energy Services offers rebates and low-interest loans to qualified customers for energy efficient HVAC equipment and weatherization upgrades to insulation, windows, doors, and hybrid water heaters. Contact one of our Authorized Contractors to learn what rebates are available for your home. Customers can select a rebate and/or apply for a low-interest loan, in which case the rebate will be deducted from the loan balance.

Visit Richlandwa.gov/EnergyEfficiency to find out more information or to apply for an energy efficiency loan.

2024 FUEL MIX

Richland Energy Services is providing this fuel mix disclosure as required by Washington State Law Chapter 19.29A RCW. The fuel mix outlines the sources of electricity we sold to customers during 2024.

Fuel Type	%
Coal	0.00%
Hydroelectric	74.89%
Natural Gas	0.00%
Nuclear	12.83%
Petroleum	0.00%
Solar	0.58%
Wind	0.00%
Other Generation	-0.03%
Unspecified*	11.73%
Total	100%

*Unspecified power is electricity obtained in a transaction where the seller does not identify a specific generating source.

85% of the electricity we provide customers is from emissions-free generation resources.

If you have questions, please call 509.942.7403 or email energyservices@richlandwa.gov