



New Schedule for Software Implementation

The City of West Richland is currently in the process of implementing new financial software, which includes utility billing. Due to the COVID-19 emergency, the City is delaying the transition of new utility billing software by one month. The software will now be changing over at the end of May, beginning of June 2020. The software

update is exciting and should provide customers with an improved online experience.

Office closures for staff training have been moved to May 26th & 27th. These trainings are to ensure we can continue to provide quality customer service for our customers. We appreciate your patience during these changes.

With this implementation, all customer utility account numbers will change. New account numbers will be displayed on your 1st monthly billing statement anticipated to begin with the June 2020 utility bill. We will continue to be able to process your payments utilizing your old account number, however, payments made through a bank's online bill pay will need to be updated with the new utility account number.

If you are enrolled in our SmartPay autopayment program or our LevelPay budget billing program please know that the software changes will not disrupt these programs. SmartPay information and drafting date will transfer to the new software. Similarly, monthly LevelPay amounts will not change due to the software transition.

City staff will continue to provide information regarding the roll out of the new software and impacts to utility customers over the next couple of months through the City's social media and newsletter.

Meetings

- May 5 City Council meeting
3100 Belmont Blvd. - 6:00 p.m.
- May 6 West Richland Chamber meeting
Sandberg Event Center - Noon
- May 14 Planning Commission meeting
3100 Belmont Blvd. - 6:00 p.m.
- May 19 City Council meeting
3100 Belmont Blvd. - 6:00 p.m.



Monday, May 25th

Remember and honor our veterans and the men and women who have given their lives in service to our country

City offices will be closed

West Richland Police Department Lobby Hours

Beginning on Wednesday April 22, the West Richland Police Department Lobby opened for limited services, "Renewal of Concealed Pistol License" only.

Hours of service:

Every Wednesday from 1:00 p.m. to 4:00 p.m. and Friday 1:00 p.m. to 3:00 p.m.

*This schedule will continue until May 4th, 2020, or until a new order is received from the Governor.

Anyone wishing to renew their current CPL will:

- Need to pay by check.
- Checks need be made out to the City of West Richland for the amount of \$32.00. If you want your CPL laminated then the check must be for \$33.00.

Late renewals (within the 90 day window) are \$42.00, if you want it laminated it will be \$43.00.

- We will not be processing new or expired, (over 90 days) CPL's. (Expired CPL's over 90 days are considered applying for a new CPL)
- There will be no fingerprinting services.
- No background checks.

24 hour Police Emergency Response Services:

Call 911

Non-emergency police responses: Call 628-0333

All other police business: Call 967-3425

Message from Tri-Cities Geocoin Committee

With heavy hearts and out of an abundance of caution, the Tri-Cities Geocoin Challenge scheduled for June 25-28, 2020 is canceled. This was not an easy decision to make, however, we believe it is the right decision. We will resume the event in 2021 and continue to focus our planning efforts towards next year's event scheduled for June 24-27, 2021. Please mark your calendars and we look forward to seeing you all in 2021!

Did You Know...

West Richland Municipal Code 10.12.045 prohibits non-vehicles from being parked, placed, piled or stored on any city street, sidewalk, alley, or within an improved portion of the public right of way.

Some examples of these would be dumpsters, storage containers, rocks or dirt, basketball hoops, and hockey nets. The ordinance was passed not only because they create traffic hazards for vehicles and pedestrian, but they can also damage roads.

Citizens may apply for a special permit to temporarily allow a "non-vehicle" to be placed, parked, piled or stored on a city street, sidewalk, alley, or in an improved portion of public right of way. The fee for the permit is \$75.00 and may be applied for at the Municipal Services Facility.

Information on ordinances is available at codepublishing.com/WA/westrichland.

Also...

West Richland Municipal Code 8.04.070, "Refuse - Points of collection," states:

The placement of refuse cans shall be on the day designated for collection by the collector and 12 hours immediately before said day of collection and the 12 hours immediately following the day designated for collection. *On all other days the refuse cans shall be removed from the street right-of-way.* The area from which the refuse can is removed shall be maintained free and clear of refuse and garbage.