



School Starts on September 1 - Please Slow Down!



Flashing lights are used to draw attention to school zone signs when children are present and the 20 MPH speed limit is enforced.

Wiley Elementary Flashing school zone lights are on South Highlands Blvd. The New Elementary School flashing lights are on Belmont Blvd just north of Kilawea Drive to Kona Drive and a second zone is located on Sunshine Avenue from just north of Galena across the frontage of the

school. Enterprise Middle School Flashing Lights are on Paradise Way and Leona Libby flashing lights are on Belmont Blvd.

School zone flashing times are as follows:

Days	Wiley & New Elementary School		Enterprise & Libby Middle Schools	
	7:50-8:50	3:10-3:45	6:35-8:00	2:20-2:55
Monday-Thursday	7:50-8:50	3:10-3:45	6:35-8:00	2:20-2:55
Friday	7:50-8:50	2:10-2:45	6:35-8:00	1:20-1:55

This newsletter is prepared in mid-July so details on the start of schools may change before you receive this newsletter. For updated information on the Richland School District's, "Building Our Road Back to School," visit the Richland School District website at <https://www.rsd.edu/district/return-to-school-planning>.

Meetings

- Aug. 4 City Council meeting
3100 Belmont Blvd - 6:00 p.m.
- Aug. 13 Planning Commission meeting
3100 Belmont - 6:00 p.m.
- Aug. 18 City Council meeting
3100 Belmont - 6:00 p.m.

National Night Out Is Rescheduled!

National Night Out was originally scheduled to be held on August 4, 2020. With the current restrictions in place due to the COVID-19 pandemic, we are postponing the event until October 6, 2020. Our community really needs this, so let's all work together on following recommended guidelines to make this happen!



Utility Bill COVID-19 Customer Support Program

The City of West Richland is taking the following steps to provide utility bill relief during the COVID-19 emergency:

- **Past Due Fees:** Utility billing staff will still be generating past due notices, however no fee is associated with them. Sending out notices is an important City internal control step and gives customers the opportunity to contact us if there may be an issue.
- **Water Shut-Off:** During the COVID-19 emergency, the City will not be shutting water off for non-payment as required by the Governor's Proclamation
- **Short-Term assistance:** The City has a promissory option available to residential customers which extends their payment due date to the 15th of the following month. The deferral fee is waived during the COVID-19 emergency. Typically, there is an annual limit on the number of promissory notes that can be completed during a calendar year. During the COVID-19 emergency customers may have unlimited promissory arrangements.
- **Flexible Long-Term assistance:** Residential customers struggling to make their payment due to COVID-19, can enter into a long-term payment arrangement with the City. All interest and administration fees associated with a payment arrangement are waived during the emergency.
- **Business Support:** Commercial utility customers temporarily closed due to COVID-19 can submit a temporary discontinue service application to stop services for Water, Sewer, and Garbage. Disconnect and reconnect fees will be waived for those requests made during business hours.

NOTE: Customers must have water disconnected in order to disconnect sewer and garbage service. If the customer is not supplied by the City water service, a temporary disconnect would not be applicable.

In addition to the options we have listed above, Washington State Department of Social and Health Services has a Disaster Cash Assistance Program. More details on the program can be found at:

www.dshs.wa.gov/sites/default/files/English-DisasterCashAssistanceProgramFAQ.pdf.

We are here to help. Utility customers struggling to make their utility payment are encouraged to reach out to the City's utility billing team. Staff can be reached by phone during business hours at (509)967-3431, option 4 or by e-mail at utilities@westrichland.org.

Be In-The-Know!

Did you know the following information is at your fingertips?

- Up-to-date utility information
- The many different utility payment options available to you, including on-line bill pay and smart pay
- What to do if you think your water consumption is too high
- What kind of garbage can be picked up at the curb along with your trash cans
- How to request an additional garbage can
- Cross connection testing information
- Low income senior discounts
- Temporary water disconnections
- Level payment program
- What happens if you are late on your utility payment
- Forms to be filled out for the various utility service changes

All of this and more can be found at westrichland.org/Departments/Utilities



City of West Richland Government