



Credit Card Convenience Fee and E-Check



The credit card companies, Visa, MasterCard, Discover, and American Express charge transaction fees to merchants, such as the City, that accept their credit cards. The actual fee charged depends on the card accepted, method of acceptance, etc. The City pays on average of 2.5% for each credit card payment it currently accepts. The cost of these fees has been growing over the years with the increase in credit card

use. In 2011, the City paid over \$20,000 in credit card acceptance fees which have been absorbed by the City's general and utility funds.

Of the variety of ways utility customers can pay for their utility services, credit card acceptance is the most expensive. Approximately 22% of utility customers pay with their credit card. Rather than pass the credit card acceptance cost on to all our utility customers, the City Council recently voted to hire an outside vendor to accept credit card payments, and have customers electing this payment method pay the vendor in the form of a convenience fee or surcharge fee. A convenience fee is a fee that is paid to a credit card vendor for processing credit card payments on-line or on the phone, while a surcharge fee is associated with over the counter payments.

Due to the high cost of transaction fees for American Express, the City will no longer accept this card. The convenience fee program is anticipated to begin in May/June. The fee is paid directly to our credit card vendor. The City does not receive any portion of these fees. The benefit is not having to pay the credit card acceptance fees as a part of doing business. The 78% of our customers who do not pay by credit card benefit by not having this additional cost passed on to them in the form of increased utility rates or increased service charges.

The convenience fee does not apply to those customers using direct debit or using their bank's bill pay system. Utility customers can save money and time by signing up for direct debit auto pay, and never have to worry about late fees. Direct debit payments are processed automatically and deducted from customer accounts on the 10th or 25th of each month. When using your banks on-line bill pay system we recommend allowing 3 to 5 days lead time to insure that payment is received by the due date. We encourage you to verify account number and address information so everything is setup correctly. All account numbers are 9 digits long and must include the dash and zeros.

Meetings

- May 1 West Richland Chamber meeting
Sandberg Event Center - Noon
- May 7 City Council meeting
Library - 7:00 PM
- May 9 Planning Commission meeting
Library - 6:00 PM
- May 13 Economic Development Board mtg
Library - 5:30 PM
- May 21 City Council meeting
Library - 7:00 PM
- May 27 Park Board meeting
Library - 6:30 PM



Monday, May 27th
City Offices will be closed.

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

Customers who elect to use their credit cards will have the option to pay on-line, over the phone using our new automated payment system, or at City Hall. Once our on-line payment system is fully implemented you will have the option to schedule payments, create re-occurring payments and sign up for electronic billing. Electronic billing will look exactly like the paper bill we are currently mailing. Customers who sign up for electronic billing will not receive a paper bill. Customers who prefer to call in their payment will be directed to our new automated payment system where you will input your account and payment information. Even if you choose not to use your credit card you can still sign up for electronic billing.



New Accounting & Utility Software No Payments Processed from May 9th to May 13th

The City is in the process of upgrading its accounting software, which also includes utilities and licenses and permits.

The software vendor needs three business days to get the new system setup and operational. We appreciate your patience during this conversion.

Please be advised that, beginning on Thursday, May 9th through Monday, May 13th, the City will be unable to process payments, including utility payments processed over the counter and online.

Richland School District Summer Food Service

The Richland School District will be providing free summer meal services for children ages 1 to 18. Lunches come with main course, fruit, vegetables, and milk. Breakfast includes main course, fruit and milk.

Meals will be served Monday through Friday at Tapteal Elementary in West Richland from June 11th through July 3rd, and at Jefferson and Marcus Whitman Elementary Schools from June 11th through July 3rd and July 8th through August 23rd.

Tapteal	Breakfast: 8:30-9:00	Lunch: 12:00-12:30
Jefferson:	Breakfast: 8:30-9:00	Lunch: 11:45-12:30
Marcus Whitman:	Breakfast: 8:30-9:00	Lunch: 11:45-12:30

For more information, contact the Nutrition Services office at 967-6114.



Did You Know....

West Richland Municipal Code 6.08.030 states, "Animal Disturbance Noises - Prohibited. The keeper of any animal shall not keep or maintain within the city any animal which by frequent repetitive or continuous howling, yelping, barking, braying, whinnying, crying, cackling, crowing, or the making of any other noises that annoys or disturbs the peace and repose of persons of reasonable sensitivities residing, owning property, or employed within a district zoned for residential uses.

Noise from animals which during the hours of 10:00 p.m. and 7:00 a.m. may be heard 50 feet from the perceived property line shall be deemed excessive and in violation of this section.

During the hours of 7:00 a.m. and 10:00 p.m. this distance shall be extended to 100 feet.

A violation of the section may still occur if the noise is heard at distances less than that stated, given the proximity of houses or structures to one another, or location of the source animal to the location of the complaint.

More information and/or the procedure for enforcement can be found in Title 6 of the West Richland Municipal Code at:

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