



**City of Richland**  
Utility Billing Office  
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[utilitybilling@ci.richland.wa.us](mailto:utilitybilling@ci.richland.wa.us)

## NEW UTILITY BILLING SYSTEM UPDATE...

The city's new utility billing system has been in place since May 2009. We are pleased with the major improvements to our billing system. We hope that you are pleased with the changes and the increased flexibility that your monthly utility bill now offers. The new system has the following capabilities:

- Online echeck or credit card payments
- Additional online services, available by the end of August 2009, including billing history, electric and water usage history, requests for service and automation to provide email or written communication when account or service activity changes occur
- Electronic bank draft (echeck/ACH) for your autopay or individual payments
- One account and one bill for customers with multiple services at the same address
- New format to provide better usage and billing information
- A written notice when a bill is past due

With any new system of this magnitude, users experience "growing pains" and an adjustment period. This new system only allows participants in the equalization/budget plan to pay by autopay. We are looking into affordable, alternative options, and if we can find one, we will contact customers who have been affected by the system changes.

We have also experienced a large number of phone calls, which has inundated our utility billing customer service office. We apologize if you have tried to call us during this period and have had difficulty reaching one of our customer representatives for assistance. Be assured that we are working to improve our phone system flow. You may also contact us via email at [utilitybilling@ci.richland.wa.us](mailto:utilitybilling@ci.richland.wa.us) or a letter to the address above.

### REMINDERS:

**Pay your utility bill online:** It is quick and easy to pay your utility bill online. Have your utility bill statement and checking account or credit card information available before you begin. Please go to [www.ci.richland.wa.us](http://www.ci.richland.wa.us) and select Payments/Online Services. The site is secure and it's easy to use! By the end of August 2009, this site will also include other online services options. The back of this paper includes answers to common questions about the online service, called eCare.

**Bill payer:** If you use your bank's bill payer for paying your utility bills, please make sure your new account number is correct when you process your payment. The number you enter must be your new customer account number. It is important to include the dash (-) between the customer and account numbers (example: 00000123-00123456).

**Mailing payments:** If you mail your payment to the city, be sure to include your bill stub.

**(Over, please)**

## Frequently asked questions regarding the online services (eCare):

**Do I need to know my new customer account number to make a payment online?**  
> Yes, please have your new bill available while making your online payment. Your utility bill will have your customer account number listed on the top of the form and throughout your utility bill. Your customer number is the first eight digits; your account number is the following eight digits.

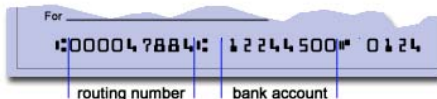
Customer Account  
00000000-00000000  
Customer #:  
Account #:  
Payment Method: eCheck  
Go

**I am able to enter my customer number and account number, but my computer just comes back to the original screen and never sends me to the site for payment processing; what is wrong?**  
> Please ensure that you have turned off the pop-up blocker on your web browser. For assistance see the instructions listed in the HELP section in Utility Billing for disabling your pop-up blocker.

**What is required to make an online payment?** Until mid-August 2009, the only online service available is a payment option. Other online services (described on the other side of this paper) will be available later in the month. The system will ask for your unique customer and account number. You can then pay by echeck, debit or credit card online. Please complete all fields to ensure your payment processes. You will receive a confirmation of your payment transaction. Please keep a copy of this for your records.

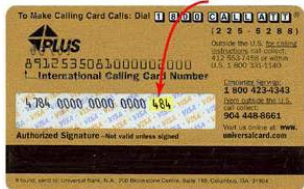
**What are a routing number and an account number that my eCheck option asks for?**

> Your bank Routing Number and Checking Account Number are on the bottom of your checks (do not use your deposit slips, only checks). See example below:



**Where can I find the Credit Card Security Code or the code on my card when I am paying by Visa or MasterCard?**

> Visa and MasterCard cards have a three-digit code printed on the signature panel on the bank of the card, immediately following the card account number. The back panel of most Visa/MasterCard cards contains the full 16-digit account number, followed by the security code. Some bank cards, however, only show the last four digits of the account number followed by the security code. See example below:



**Can I pay my bill online after hours?**

> Yes! You are able to pay your bill online at any time. Your payment will be processed and posted the following business day. Please process your payment at least one business day prior to the due date to ensure you do not incur late fees.

**Will I need to register on eCare (online service) with my user name and password?**

> In late August 2009, you will be prompted to register your user name and password with your customer number and account number. You will then have access to view your utility bill history, payments, meter information, etc. Please follow the instructions on how to register when this occurs.

**What if I have problems with eCare?**

> Please email your questions to: [utilitybilling@ci.richland.wa.us](mailto:utilitybilling@ci.richland.wa.us).