

# CITY OF RICHLAND

# CUSTOMER SERVICE UPDATE



June 2020

## IMPORTANT NOTICE

Response to the COVID-19 pandemic has forced us all to consider other ways to do business. The City of Richland staff have appreciated the flexibility and patience of our citizens as we have addressed a change in our business practices. We have continued to offer our citizens quality customer service over the phone, via email, and on-line.

**In the coming month, the City of Richland will be transitioning to a new payment processor. This transition will be effective June 29, 2020.**

This software will allow for increased functionality for citizens in terms of making utility payments on-line. In addition, while we will continue accepting payments via your checking or savings routing and account number (e-check) and credit/debit Visa and Mastercards, future benefits of the platform include the following:

1. Ability to have a shopping cart (pay multiple accounts) with one payment
2. Opportunity for customers to store a payment method in the “wallet” for future use
3. Ability to interface with PayPal credit and PayPal check
4. Ability to leverage Venmo

**Security of your financial information is of great priority. Due to differences in the system’s encryption methods, credit/debit card information stored for auto pay purposes cannot be transferred to the new system. Therefore, utility customers will be required to re-enroll for reoccurring/auto pay transactions that use a credit/debit card. Additional communication will be sent to these impacted customers. If you are currently enrolled in auto pay using a checking or savings account (e-check), no further action is required at this time.**

**In addition, beginning June 29, 2020, we will not be able to process debit or credit card payments in excess of \$1,000. Transactions over \$1,000 will require payment by cash, check or e-check.**

We understand these changes may be challenging, and we can assure you that our team is here to assist in any way they can.

Additional information will be available on our website at [www.ci.richland.wa.us/myutilities](http://www.ci.richland.wa.us/myutilities).

Customers can call **942-1104** to speak to a customer service representative or email [customerservice@ci.richland.wa.us](mailto:customerservice@ci.richland.wa.us).

Thank you in advance for your cooperation.