

# HOW TO READ YOUR UTILITY BILL



**A** Your account information including your Customer and Account Number, Account Type, Service Address, and Customer (Mailing) Name is clearly displayed in the top right corner of the statement.

**B** Payment information, including AutoPay and/or Equalized Payment Plan, is located here, in red.

**C** Details related to your current and previous meter readings can be found here, as well as detailed meter information.

**D** Track your current water and/or electric consumption with the graph located here. Compare your current usage to your usage last year and set conservation goals.

**E** Individual charges and billing period are displayed here. Each type of service is subtotaled.


**F** This is one of three message areas that we will use to display important information each month. Additional messages are located on the back of the bill and by scanning the QR code, which will direct you to [www.ci.richland.wa.us/myutilities](http://www.ci.richland.wa.us/myutilities).

**G** The Previous Bill is the amount that was due on the previous month's bill. This section also displays your latest payment and any outstanding charges due on the account listed as the Balance Forward.

**H** This is the Total Amount Due, including any past-due charges carried over from previous billing cycles.

**I** Detach this payment stub and return it with your payment. On this pay stub, you will find your Customer and Account Number, Account Type, Service Address, Bill Date, Invoice Number, Due Date, and Total Due. You can also include a donation to our Helping Hands program in your payment. Checks should be made payable to the City of Richland and should always include your Customer—Account Number. Please do not staple, tape, or fold your check or pay stub.

**J** Be sure to check the back of the utility bill for more usage details and other important information.



Customer Service  
Utility Billing  
625 Swift Boulevard  
Richland WA 99352  
[www.ci.richland.wa.us](http://www.ci.richland.wa.us)  
509-942-1104

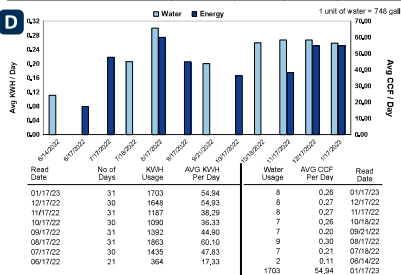
For additional utility services or billing information go to: [www.ci.richland.wa.us](http://www.ci.richland.wa.us)

Customer # - Account #	Customer-Bill Type	Service Address
00123456-09876543	EL AMI - Residential-Regular	1 MAIN STREET
Customer Name		JANE L SMITH

**B** You are on our AutoDraw Payment Plan. \$257.29 will be drawn from your bank account on day 20 of the month.

Service Description	Meter #	Read Date Current	Read Date Previous	Current Read	Previous Read	Days	Mult	Usage Units	Comments
EL-105 GEN RES	123456	01/17	12/17	11337	9634	31	1	1703 kWh	Actual Read
WT-RES =1 WATER	24567890	01/17	12/17	58	50	31	1	8 CCF	Actual Read

**D**




Read Date	No of Days	kWh Usage	Avg kWh Per Day	Water Usage	Avg CCF Per Day	Read Date
01/17/23	31	1703	54.94	8	0.28	01/17/23
12/17/22	30	1648	54.93	8	0.27	12/17/22
11/17/22	31	1187	38.29	9	0.27	11/17/22
10/17/22	30	1090	36.33	7	0.25	10/18/22
09/17/22	31	1362	44.06	7	0.23	09/17/22
08/17/22	31	1863	60.10	9	0.30	08/17/22
07/17/22	30	1436	47.83	7	0.21	07/18/22
06/17/22	21	354	17.33	2	0.11	06/14/22
				1703	64.94	01/17/23
				1648	54.93	12/17/22
				1187	38.29	11/17/22
				1090	36.33	10/17/22
				1362	44.06	09/17/22

**E** Bill Period 12/17/22 - 01/17/23

Service	Amount
RES SNGL-PHS BASE	\$21.39
RES ENERGY (KWH)	\$126.19
UTILITY TAX	\$13.71
<b>ELECTRIC SUBTOTAL</b>	<b>\$161.29</b>
WT-RES <=1": BASE FEE	\$24.55
WT-RES <= 1": USAGE CHG	\$6.80
<b>WATER SUBTOTAL</b>	<b>\$31.35</b>
<b>SEWER SUBTOTAL</b>	<b>\$25.60</b>
<b>STORMWATER SUBTOTAL</b>	<b>\$3.85</b>
RF RES - BASIC SERVICE	\$17.02
RF-RES RECYCLE CONTAINER	\$7.70
REFUSE - STATE TAX	\$0.48
<b>REFUSE SUBTOTAL</b>	<b>\$25.20</b>
<b>AMBULANCE SUBTOTAL</b>	<b>\$10.00</b>
<b>NEW CHARGES SUBTOTAL</b>	<b>\$257.29</b>
<b>New Charges Total</b>	<b>257.29</b>
Previous Bill	\$252.09
Payments Received	-\$252.09
<b>TOTAL DUE</b>	<b>\$257.29</b>

**F** Scan the QR code at the right of this box using the camera on your smartphone to be directed to our website where you can make a payment, manage your utility account, sign up for e-bills, view the latest bill inserts, & review customer service news. [www.ci.richland.wa.us/myutilities](http://www.ci.richland.wa.us/myutilities)

Please detach and return stub with payment



Customer Service  
Utility Billing  
625 Swift Boulevard  
Richland WA 99352  
[www.ci.richland.wa.us](http://www.ci.richland.wa.us)  
509-942-1104

Customer # - Account #	Customer-Bill Type	Service Address
00123456-09876543	EL AMI - Residential-Regular	1 MAIN STREET

See back side for monthly contribution options

Bill Date	Invoice Number
01/25/23	9876543
Current Bill Due Date	
02/20/23	

AutoDraw Amount of **\$257.29** Total Due **\$257.29**

Sign up for the Helping Hands Program

On AutoDraw - Do Not Pay **Amount Enclosed**

Check appropriate box & fill out back of stub

One time echeck/credit card payment  Change Mailing Address

Sign up for monthly echeck/credit card payment

To pay online go to: [www.ci.richland.wa.us](http://www.ci.richland.wa.us)

JANE L SMITH  
1 MAIN ST  
RICHLAND WA 99352

103 00130465 09816302 000025729 20230220 6

**QUESTIONS ABOUT YOUR BILL? CALL 509-942-1104, OPT 4 OR EMAIL CUSTOMERSERVICE@CI.RICHLAND.WA.US**