



## Media Release

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### Yakima Health District Announces Temporary Service Disruptions Due to Accela Customer Portal Upgrade

**Yakima, WA-** The Yakima Health District (YHD) is announcing a temporary disruption in services as the Accela Customer Portal undergoes a system upgrade. **The permitting services will be unavailable from March 26 at 3:00 PM through March 31, 2025, with full service resuming on April 1, 2025.**

This upgrade will impact multiple permitting and review processes, including those managed by the Yakima Health District's Environmental Health Division.

#### How This Affects You

##### **Yakima Health District Services Affected**

During the upgrade period, YHD will **not** be able to process permit-based services, including:

- **Food & Recreational Facilities:** New and renewal permits for food establishments, school food, pools, and camps.
- **Solid Waste & Septic Services:** New and renewal permits for solid waste facilities, septic systems, septic pumpers, and septic installers, as well as septic alterations, repairs, and tank replacements.
- **Land & Water Use Reviews:** New applications for site and soil evaluations, septic clearance, well site inspections, two-party well approvals, water systems review letters, plat, and mortgage.
- **Planning & Construction Reviews:** Building case reviews, along with school construction and festival reviews.
- **Environmental & Special Cases:** Petroleum contaminated soil remediation (tonnage), biosolids (tonnage), gopher repair, and temporary food establishment permits.

If you require any of these services, please plan ahead and submit applications before the system shutdown on March 26<sup>th</sup> at 3:00 PM.

### **Yakima Health District Services that will not be Affected**

The Yakima Health District office will remain open, and the following services will not be affected:

- Food Worker Card
- Special Food Worker Card Class
- Certified Food Protection Manager
- Complaint Intake
- Contaminated Property Enforcement
- Birth Certificates
- Death Certificates

### **Plan Ahead to Avoid Delays**

Community members needing permits, inspections, or approvals are strongly encouraged to **submit and complete necessary applications and payments before March 26<sup>th</sup>** to avoid delays. Regular services will **resume on April 1, 2025**.

### **Quote**

“We urge everyone to plan ahead and submit applications for permits and services before the system shutdown begins. This temporary disruption will affect multiple services, and we want to ensure that community members are not left waiting for essential approvals. Please take advantage of the time before March 26<sup>th</sup> to complete necessary applications and avoid potential delays.” -Kait Wolterstorff, Environmental Health Program Manager, Yakima Health District

### **Additional Information:**

[Yakima Health District](#)

[Yakima County](#)

- For services impacted by the Accela upgrade that are managed by Yakima County Public Services and County Roads office, please contact:
  - Monica Beltran, Public Information Officer, Yakima County Public Services  
[Monica.Beltran@co.yakima.wa.us](mailto:Monica.Beltran@co.yakima.wa.us) or (509) 574-2300.

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