



City of
REDLANDS

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Interim Director

Incorporated 1888
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CITY OF REDLANDS HOLIDAY CLOSURE

This letter is to notify you that City Hall of the City of Redlands will be closed beginning December 23, 2019 and will re-open on January 6, 2020. During this closure, if you are in need of assistance with the setting up of or cancelling of utility service as a result of a home sale or purchase, please follow the procedures below to get assistance.

Water or Sewer service:

- Please call the Redlands Customer Service office at 909.798.7516 and press 9, this will put you in contact with the Redlands Police Department who will be answering phone calls during the closure. Redlands Police Department can also be called directly at 909.798.7681.
- Redlands Police Department staff will inform Redlands Customer Service of the needs of the caller and Customer Service will contact the caller.

Solid Waste service:

- Please call the Redlands Customer Service office at 909.798.7516 and press 1, this will put you in contact with the Redlands Solid Waste division. Redlands Solid Waste division can also be called directly at 909.798.7529.

To pay utility bills during the closure, there are several remittance options available. They are as follows:

1. Deposit payment in the night drop box located at City Hall, 35 Cajon Street, between Customer Service suite 15A and the Revenue Office, suite 15B;
2. Mail your payment to PO Box 6903, Redlands CA 92375;
3. Online payment can be made via a payment through your bank or through Speedpay, which is the only on-line service that guarantees next day delivery to the City of Redlands. You can access Speedpay by calling Customer Service at 909.798.7516, and press 5, or by calling 1-866-269-2896. Additionally, you can log on to www.redlandscustomerservice.org and click on **Pay Your Utility Bill ONLINE without RedConnect.**

The City of Redlands appreciates your patience during the closure and we look forward to working with you in 2020.

