

# HOLIDAY CLOSURE INFORMATION







## Utility Bill Payments, Water/Sewer Service, & Solid Waste Collection Service



The City of Redlands Customer Service Division for water, sewer, and solid waste services will be closed beginning **Wednesday, December 21, 2022**, and will re-open on **Tuesday, January 3, 2023**.

*All utility bill payments will continue to be posted during this office closure and are due by the due date listed on your bill. To pay your utility bill, please use one of the following payment methods:*

-  **(1)** Deposit your payment in the night drop box located between Customer Service, suite 15A, and the Revenue Office, suite 15B.
-  **(2)** Mail your payment to PO Box 6903, Redlands CA 92375.
-  **(3)** Make an online payment through your bank (please allow ample time for your payment to arrive by the due date).
-  **(4)** Make an online payment through Invoice Cloud by calling 1-855-718-1514 or visit [www.redlandscustomerservice.org](http://www.redlandscustomerservice.org) and click on “Pay Online as Guest.” A \$3.95 convenience fee is charged by the vendor.

**Water/Sewer Service** – For emergency water or sewer service, please contact the Redlands Police Department at 909-798-7681.

**Solid Waste Collection Service (trash service)** – There will be no interruption in your solid waste (trash) service, as both holidays fall on a Sunday. For commercial customers with Saturday collection service, your service will still be provided on Saturday.

Please phone in any missed solid waste collections to 909-798-7529. Staff will retrieve messages daily by 10:00 am. Thank you.

