

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 **Monday, December 23, 2024**, and will re-open on **Monday, January 6, 2025**.

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 to the left of the Revenue Office, suite 15B.



(2) Use the payment kiosk available 24/7 located to the right of the Revenue Office, suite 15B. Cash accepted, no change is given. Overpayments will be applied to the utility account as a credit. **No convenience fee!**



(3) Mail your payment to PO Box 6903, Redlands CA 92375.



(4) Make online payment through your bank (please allow ample time for your payment to arrive by the due date).



(5) Make an online payment through Invoice Cloud by calling 1-855-718-1514 or visit www.redlandscustomerservice.org and click on "Pay Online as Guest." A \$3.95 convenience fee for checking account or \$4.50 credit/debit card 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) –Solid waste (trash) service, will be delayed by one day in observance of the Christmas holiday, Wednesday, December 25th and New Years Day, Wednesday, January 1st.

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

