

City of Redlands Municipal Utilities and Customer Service
Information Regarding COVID-19 Coronavirus

The City of Redlands has declared a local emergency in response to the COVID-19 pandemic and has closed most city government buildings to the public, including City Hall, the A. K. Smiley Library, senior centers, community centers, and all customer counters. In addition, all events at city facilities, except for essential city meetings, have been cancelled. Police, fire, water and trash services will not be affected.

Our Water is Safe

Per the U.S. Environmental Protection Agency, the COVID-19 virus has not been detected in drinking-water supplies. Tap water can continue to be used as usual for drinking and other purposes. Redlands' water treatment and delivery systems are fully functioning to provide high-quality, safe and reliable drinking water to our customers. For more information on the City's water quality, click below.

<https://www.cityofredlands.org/post/water-quality>

For the most current update please visit:

<https://www.cityofredlands.org/coronavirus-covid-19>

We're here for you - ***Please include your account number or phone number with your payment***

As a result of these closures all customer payments must be made online, by phone, by mail, or using the drop box located at City Hall.

WAYS TO PAY YOUR BILL / WAYS TO GET IN TOUCH

PHONE:

Utility Billing Customer Call Center - (909) 798-7516
Solid Waste Inquiries or Customer Service – (909) 798-7529
Business License Inquiries/Service – (909) 479-2111

Monday through Friday: 7:30 a.m. – 5:30 p.m.

EMAIL:

Water, sewer, solid waste or other utilities - Mudcustomerservice@cityofredlands.org
Business Licenses - Support@HdLGov.com
All other Payment Inquiries - LicenseStaff@cityofredlands.org

Utility bill payments can be made online:

- Through setting up an account on MyRedConnect: <https://myredconnectaccount.org/iwr/user/login.seam>
- Through setting up an automatic payment option: <https://www.cityofredlands.org/utilities-customer-service> (This is also called the 1-2-3 Done! Program)
- Through SpeedPay: Call Speedpay's toll-free number, 1-866-269-2896; or visit: <https://internet.speedpay.com/redlands/#/login/guest>

*No utility shut-offs will be undertaken through the duration of the emergency. Online services will remain available throughout the closure and can be found on the City's webpage.

*Additionally, we would like to remind all customers connected to the City's sewer system to exercise common sense when deciding what to send into the sewer system. Everything that is flushed will place demand on the City's treatment facility. Please do not flush items that can be placed in a trash can – regardless of the "flushable" labels that may appear on packaging. Please help us keep the system free from these complications, especially during these difficult times. We greatly appreciate your attention to this matter.

Stay Connected -

For Additional Emergency Alerts sign up for Emergency Notifications from the City

<https://www.cityofredlands.org/post/emergency-notification-system>