

Frequently Asked Questions

What is RedConnect?

RedConnect is a web-based service that provides real-time access to your City of Redlands municipal services account information 24/7. RedConnect enables you to view the most commonly sought after account information, such as your account balance, water consumption and service order history. You may also request a payment plan, sign up for e-bill notifications or make an online payment using InvoiceCloud.

What information do I need to enroll in RedConnect?

To enroll in RedConnect, please have the following information ready:

- Your City of Redlands municipal services account number (can be found in the upper right hand corner of your bill)
- Your mailing address zip code
- The last four digits of the primary account holder's social security number
- A valid e-mail address

Additionally, you will be asked to create a unique Username, as well as create (and answer) a unique Secret Question/Answer. Please write these down and keep them safe.

What if my social security number or mailing address zip code is not recognized by RedConnect?

If your social security number or mailing address zip code cannot be authenticated, please contact a customer service representative at 909-798-7516 during regular business hours to have the information verified and corrected on your account. Our lobby hours are 8:00 am to 4:30 pm and our phone hours of operation are 8:00 am to 5:00 pm, Monday through Friday, with the office closed alternating Fridays.

What browser requirements are necessary to use RedConnect?

Internet Explorer 5 and higher, Chrome, Firefox or Safari. Also, you must have a minimum 800 x 600 screen resolution.

What if I forget my User Name?

If you forget your User Name, simply click on the "Forgot your User Name?" link, located on the Customer Login screen. You will be prompted to enter your e-mail address. After successfully validating this information, you will be asked to answer your Secret Question. Your User Name will then be e-mailed to the e-mail address we have on file.

What if I forget my Password?

If you forget your Password, simply click on the "Forgot your password?" link located on the Customer Login screen. You will be prompted to enter your Username and to answer your Secret Question. After successfully validating this information, you will be e-mailed a new, temporary Password to the e-mail address on record. (Upon re-entering RedConnect using your temporary Password, you will be prompted to create a new, permanent Password.)

If I have a RedConnect account, will I still continue to receive a paper bill?

Yes, you will. However, through Redconnect, you can select the bill delivery method that works best for you. You can choose to receive a bill via regular mail, or you can *go green* and eliminate a paper bill altogether.

How secure is my municipal services account and personal information?

Redlands uses the strongest type of encryption available to make your personal information unreadable as it passes over the Internet. The City of Redlands will never send you an e-mail requesting you to validate your personal information, nor will we ever ask you to update your social security number, date of birth, driver's license number, or other sensitive information via e-mail.

How often does the City of Redlands bill for utility services?

The City of Redlands utility bill is a bi-monthly bill meaning it will produce approximately every-other month (every 8.67 weeks).

What Services are billed on my City of Redlands utility services bill?

For most customers, your City of Redlands utility bill will contain charges for your water, sewer, refuse and street services. There are some areas in Redlands that may not have all four services as it depends on the location of your residence. You can review your bill via Redconnect to confirm your services billed or contact customer service at 909-798-7516. Our lobby hours are 8:00 am to 4:30 pm and our phone hours of operation are 8:00 am to 5:00 pm, Monday through Friday, with the office closed alternating Fridays.

How can I pay my City of Redlands utility services bill?

Paying your City of Redlands utility bill has never been easier as there are several ways to pay via multiple payment applications.

Enroll in an Automatic Payment Program - There are two **FREE** automatic payment program options to choose from:

Option 1 - Bi-monthly AUTOMATIC payment program: Once you enroll, your bank account is drafted for the full amount due on your bill due date. This service is offered through InvoiceCloud, a third party provider for the City of Redlands. With InvoiceCloud, you can elect to have payments drafted from your designated **CHECKING** or **SAVINGS** account. There is no charge for this **FREE** automatic-payment service.

Option 2 - 1-2-3 Done! Monthly In-advance AUTOMATIC program: This program drafts from a designated **CHECKING** or **SAVINGS** account. Once you enroll, the first draft will draft your bank account for the full amount due on your bill due date. The second draft, which is for one half of your current bill charges, will draft from your bank account 28 days later. So essentially, a draft occurs every month. There is no charge for this **FREE** automatic-payment service.

Redconnect - Make an online payment using Invoice Cloud. InvoiceCloud® charges a \$4.50 service fee per \$500.00 transaction for a credit card, ATM/Debit, and \$3.95 for ACH/EFT transactions from your checking or savings account up to \$125,000.00.).

Pay By Phone using InvoiceCloud®- To make a payment over the phone, call InvoiceCloud's toll-free number, [855-718-1514](tel:855-718-1514), and follow the prompts. Please have your utility account number available. InvoiceCloud® charges a \$4.50 service fee per \$500.00 transaction for a credit card, ATM/Debit, and \$3.95 for ACH/EFT transactions from your checking or savings account up to \$125,000.00.).

Bill Pay Kiosk is available 24/7 with no fees!! The kiosk is located at 35 Cajon St., Redlands CA, 92373, by Suite 15B. Accepted payment methods: Cash, Check, and Credit/Debit cards. With cash payments no change is given. Overpayments will be applied to the utility account as a credit. There is a \$500 transaction limit for credit card, ATM/Debit, and \$125,000.00 limit for ACH/EFT transactions. **No service fees** are charged at our kiosk.

Drop Box Payment - A payment drop box is available outside the **Revenue Division, Suite 15-B**, for after-hours payment convenience. **We do not accept cash in the drop box.** Please pay by check, money order, cashier's check, or make a payment at the kiosk.

Mail Payment - Mail your payment to PO Box 6903, Redlands CA 92375.

In Office/In Person Payment – Visit our office located at 35 Cajon Street, Suite 15A, to make your payment in person with one of our customer service representatives. Our lobby hours are 8:00 am to 4:30 pm, Monday through Friday, with the office closed alternating Fridays.