



Important Utility Account Information

- **Utility accounts are due by the 20th of every month by 5pm.** Payments can be made in person at City Hall between the hours of 8:30-5:00, online (www.municipalonlinepayments.com/lincolntonnc), mailed, put in our after hour drop box, by calling 866-288-6192, or drafted from your checking account.
- Accounts not paid in full by the 20th of the month by 5pm will be assessed a late fee of \$25.00 or 5% of the total bill, whichever is greater.
- Any account not paid in full by 5pm on the 27th of the month is in default, and utility services may be discontinued at anytime thereafter without further notice. Any account in default will be assessed a default fee of \$50.00. The default fee will be assessed whether or not the utility services are disconnected at the time the account is brought current. An additional \$75.00 will be assessed for reconnection after 4:30pm M-F, on weekends or holidays.
- If a check is presented to the City for payment and it is dishonored by the financial institution upon which it is drawn, there will be a \$25 fee.
- If you would like to have your payment electronically drafted from your checking account, you will need to complete an auto draft form and bring in a voided check. Payments will be deducted from your account on the 10th of every month.
- Each account is allowed one (1) water and/or sewer adjustment, after a leak, within a 12 month period. Proof of repair must be presented in order to receive adjustment. Administration may review billings that cross over into an adjacent month to determine an adjustment average.
- A swimming pool fill is allowed one (1) time per season and does not count as an adjustment. **To receive a sewer adjustment for a pool, the city must be notified prior to filling the pool in order to obtain a meter reading immediately before and after the pool is filled.**
- Billing for water and sewer service will begin at the time of account activation. Water/sewer accounts can be made inactive, but both must be made active/inactive at the same time. No separation of accounts will be allowed.
- State and local laws prohibit tampering with service. You may not turn electric or water meters, on or off or perform your own readings.
- North Carolina General Statutes Chapter 132 (§ 132-1.1.) prohibits the release of any information regarding public utilities to anyone other than the person or persons listed on the application for service. The City of Lincolnton abides by this privacy statute and will not release any information regarding an account unless the applicant gives express written or verbal permission and has proper identification. This applies to owners and landlords of rental properties as well. A copy of the statute is available upon request.