



Important Utility Account Information

- Utility accounts are due and payable at the City Office by the **20th of every month by 5pm.**
- Accounts not paid in full by the **20th of the month** will be assessed a late fee of **\$15.00 or two percent (2%)** of the total bill, whichever is greater. (Adopted 8-3-06)
- Any account not paid in full by the **27th of the month by 5 pm** 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 **\$25.00** subject to the following provisions. Provided that the said **Default fee** will be assessed whether or not utility services have been disconnected at the time the account is brought current; moreover, the **Default Fee** will be **\$50.00** if utility services are restored on weekends, holidays, or after 4:30 pm.
- An additional fee will be imposed for any check presented to the City that is subsequently dishonored by the financial institution upon which it is drawn.
- **No water adjustments are allowed.** One sewer adjustment will be allowed within a 12 month period. (Adopted 8-3-06)
- A second sewer adjustment will be considered, based on the circumstances surrounding the request. The manager shall have the authority to request information from the customer, in order to make a final determination. (Adopted 6-3-10)
- The filling of a swimming pool will not count as an adjustment. To receive a sewer adjustment for a pool, the city must be notified in advance in order for the city to acquire a meter reading immediately before and after the pool is filled. (Adopted 6-3-10)
- If you have any questions concerning your bill, you may contact the City Office during regular office hours: 8:30 a.m. – 5:00 p.m. Monday through Friday except holidays at 114 W. Sycamore Street or by calling (704) 736-8980. For your convenience, a night deposit box is located at the drive thru window.
- **STATE AND LOCAL LAWS PROHIBIT TAMPERING WITH SERVICE.**
- North Carolina General Statutes prohibit the release of any information in regards to 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 in regards to an account unless the applicant gives express written permission by means of a notarized document or verbally in person with proper identification. This applies to owners and landlords of rental properties as well. The specific statute is NC G.S. 132-1.1 sec c. A copy of that statute is available if requested.