



Important Utility Account Information

- **Utility accounts are due by the 20th of every month by 5pm.**
- Accounts not paid on full by the 20th of the month 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 the 27th of the month by 5pm 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, on weekends or holidays.
- 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.
- Each account is allowed one water and/or sewer adjustment, after a leak, within a 12 month period. Proof of repair must be presented. Administration may review billings that cross over into an adjacent month to determine an adjustment average.
- 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 to acquire 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. Please call if you need your services changed.
- 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 state is NC G.S. 132-1.1 sec c.
A copy of that statute is available upon request.

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