

BLACKBOARD CONNECT NOTIFICATION SYSTEM



The City of Gastonia uses Blackboard Connect to notify residents and businesses about time-sensitive or common-interest issues such as emergency water repairs, street closures, holiday pickup schedules for garbage service as well as local community events. If you have NOT already received a test message from us, or would like to provide additional contact information, please visit our website:

www.cityofgastonia.com

or call

704.866.6759

You may choose to be notified by telephone, text or email. We know that your personal information is important, and rest assured that we will **not** share it with anyone.

REPORTING A SERVICE OUTAGE

The City of Gastonia and Two Rivers Utilities strive for zero outages; however, they are inevitable. Storms, animals, trees and accidents are the major culprits for the outages we experience.

Now you can report an outage using the free COG-TRU Outages mobile app. It's the fast and easy way to notify us of problems with your electric, water, or sewer service. Rather than calling us to report an outage, use the app to easily send us your outage report. The app is available now at the Google Play and iOS App Stores.



Note: If you are experiencing a life threatening emergency, or if you see a downed power line (do **not** go near it), please call 911 or 704-866-6823 to report it.

City of Gastonia Customer Service Division

704.866.6714

PO Box 1748

Gastonia NC 28053-1748



FREQUENTLY CALLED NUMBERS

Black Gold & Mulch Sales	704.866.6906
Building Services	704.866.6760
Zoning	Option 2
Building Inspections/Permitting	Option 3
Code Enforcement Violations	Option 4
(Minimum Housing, Tall Grass, Junk Vehicles)	
Bus Station	704.866.6855
Customer Service	704.866.6716
Report an Outage/Utility Problem	Option 1
Account Information/Make Payment	Option 2
New or Existing Utility Service	Option 3
Garbage/Recycling	Option 4
Stormwater, Streets, Traffic	Option 5
Other Public Works Divisions	Option 6
(Cemetery, Drainage, Landscape)	
Other City Departments	Option 7
Electric Department	704.866.6823
Report Outage/Service Problem	Option 1
Outdoor & Street Lighting	Option 6
Fire Department (non-emergency)	704.866.6806
Garbage Service	704.866.6774
New Service, Excess Trash & Cart Issues	Option 4
NC811	811
Call Before You Dig	
Police (non-emergency)	704.866.3300
Public Works & Utilities	704.866.6843
Water Service Problem	Option 1
Drainage, Landscape or Hydrant Issues	Option 6
Recreation	704.866.6839
Adult Recreation Center	704.866.6848
Athletics, Team Sports	704.869.1018
Bradley Center	704.866.6847
Catawba Creek Golf Course	704.866.6945
Erwin Center	704.866.6844
Erwin Center Pool (in season)	704.853.8152
Lineberger Pool (in season).....	704.866.6846
Park/Shelter Reservations	704.866.6839
Phillips Center	704.866.6851
Rankin Lake	704.866.6849
Skeet & Trap Range	704.866.6065
T. Jeffers Center	704.866.6852
Recycling	704.866-6774
New Service & Cart Issues	Option 4
Register of Deeds - Gaston County	704.862.7680
Schiele Museum	704.866.6900
Tax Office - Gaston County	704.866.3158



Online Customer Self Service (CSS)

&

Payment Options for Utility Customers

*Access account information, make payments,
place service requests and learn about other
customer programs.*

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cityofgastonia.com



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Great Place. Great People. Great Promise.

MANAGING YOUR ACCOUNT

...it's never been easier.

Online Customer Self Service (CSS)

Go to www.cityofgastonia.com and follow the links:



- View account activity, consumption history or make an online payment.
- Sign up for paperless billing, view or print e-bills.
- Update phone number and mailing address information.
- Sign up for Automatic Bank Draft or Budget Billing.
- Set up a Pay Arrangement on your account.
- Place service requests to start, stop or transfer utility service.
- Submit questions or inquiries regarding your account, monthly bill or other City services.

Automated Customer Service Line

704.866.6714



- Access your account with your 8-digit City of Gastonia Account Number or by using your Social Security number and house number.
- Make a payment on your account choosing menu options 2 & 2, or by calling Paymentus Corporation directly at 1.888.484.9465. Payments are credited to your account within minutes if made during normal business hours (Mon-Fri, 8am until 5pm). Payments made after hours, on weekends or holidays, are posted to your account the next business day.
- Get up-to-date information for the balance on your account, the most recent payment received, due dates and disconnect dates.
- Verify a reconnect order for your address.
- Process Pay Arrangements and find out the number you still have available on your account.

Paymentus Corporation Customer Dashboard

From the main payment screen, or the Online Customer Self Service (CSS) Portal:

- Make or schedule future-dated payments using your debit/credit card or by electronic check.
- Save bank or credit card information for future payments.
- View activity for payments made by debit/credit card or electronic check.

OTHER PAYMENT OPTIONS

In addition to online and telephone options, there are several other convenient payment options:

By Mail

To mail your payment, please enclose the bottom portion (stub) of your utility bill with your check or money order and use the blue return envelope provided.

Automatic Bank Draft

No more writing a check each month, paying postage, or worrying about fees or penalties. We will continue to send you a monthly utility bill showing your total current charges and the date this amount will be drafted from your bank account, which can be up to 21 days from the date of the bill. Call us at 704.866.6714 for more information or to request an application for this service option. *Participation is easy and free!*

Ace Cash Express

If you still prefer to pay your bill face-to-face with someone, payments are accepted at Ace Cash Express located at 2597 W. Franklin Blvd. Please note that Ace Cash Express charges a small convenience fee for this option.

24-Hour Drop Box Locations

For your convenience, 24-hour payment drop boxes are located behind the Garland Business Center on York Street and also outside Cramerton Town Hall. Please note that there are earlier cut-off times for same-day processing of your payment.

Payment Kiosks

- There are several Automated Bill Payment Centers (kiosks) located in the Gastonia area. These kiosks work very much like bank ATMs and can process payments made in cash or by debit/credit card.
- Payments are credited to your account within minutes if made during normal business hours (Mon-Fri, 8am until 5pm). Payments made after hours, on weekends or holidays, are posted to your account the next business day.

Automated Bill Payment Kiosk Locations:

Bi-Lo Store - 1955 Davis Park Rd, Gastonia
Bi-Lo Store - 2204 Union Rd, Gastonia
Bi-Lo Store - 2601 S. New Hope Rd, Gastonia
Ganesha Food Mart - 1617 N. Chester St, Gastonia



CUSTOMER SERVICE PROGRAMS

Budget Billing Program *(Residential Customers Only)*

When the weather changes, take the ups and downs out of your monthly utility bill by signing up for Budget Billing. We estimate your monthly payment based on your usage over the past year. You will be billed this amount for the next 11 months and the 12th month will be used to settle up any difference between what you've paid and your actual charges. To be eligible for Budget Billing, your account should have a zero balance and you need to have had at least 12 months of service at your current address.

To sign up for Budget Billing, contact Customer Service at 704.866.6714 or via email at billing@cityofgastonia.com.

Good Neighbor Program



The Good Neighbor Program enables our utility customers to assist those less fortunate by adding a few dollars to the amount of their bill. Funds generated through this program are forwarded to Crisis Assistance Ministries to assist individuals in paying their utility bills in times of need. There are two ways to participate in the program:

One-time Contributions - Check the "Good Neighbor" box on your bill stub and complete the information on the reverse side with the amount of your contribution.

Monthly Billed Contributions - If you would like to have a contribution included as part of your monthly bill, simply contact us at 704.869.1920 or via email at billing@cityofgastonia.com.

Pay Arrangement Policy

A pay arrangement can be made to extend the due date of your bill up to ten (10) days past the scheduled disconnect date.

You are eligible for up to six (6) pay arrangements per calendar year as long as there are not more than two (2) terminated arrangements on your account. In order to be eligible for a pay arrangement, your account must have at least three (3) months billing history and not be in a pending disconnect or disconnected status.

Please note that all pay arrangements will be handled through the Automated Customer Service Line at 704.866.6714 except for those associated with leaks, high bills, or special circumstances, which will be handled by appointment only.