

OTHER PROGRAMS

...to help you and others.

Pay Arrangement Policy

A pay arrangement can be made to extend the due date 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 no more than two (2) terminated pay arrangements on your account.

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 other special circumstances which will be handled by appointment only.

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. When you sign 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 is 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 service at your current address.

To sign up for Budget Billing, call our Customer Service Office at 704.866.6714 or 704.866.6716.

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 Good Neighbor Program:

One-time Contributions - Just indicate the amount on the return stub of your bill beside the wording "Good Neighbor Contribution."

Monthly Billed Contributions - If you would like to have a contribution included as part of your monthly utility bill simply contact us at 704.866.6714.

AT A GLANCE

Paying Your Bill

- Online at www.cityofgastonia.com
- By phone by calling 704.866.6714 and choosing menu options 2 & 2 or by calling Paymentus Corporation at 1.888.484.9465.
- Payment Kiosks, located in the Gastonia area Bi-Lo grocery stores, allow you to pay by cash, debit or credit cards.
- Pay by mail with check or money order.
- Drop box payments allow you to pay by check or money order 24 hours a day.
- Ace Cash Express accepts face-to-face payments.
- Automated Bank Draft allows you to have your bill automatically drafted from your bank account every month.

Accessing Account Information

Automated Customer Service Line

704.866.6714

Menu Option 2 - Check bill amounts, due dates, reconnection status or make a payment, verify your last payment or request a pay arrangement.

Menu Option 3 - Start, stop, or transfer utility service or ask questions related to garbage and recycling.

Online Customer Self-Service

www.cityofgastonia.com

View bills, make payments, set up pay arrangements, place service requests, and update account information.

City of Gastonia Customer Service Division

704.866.6714

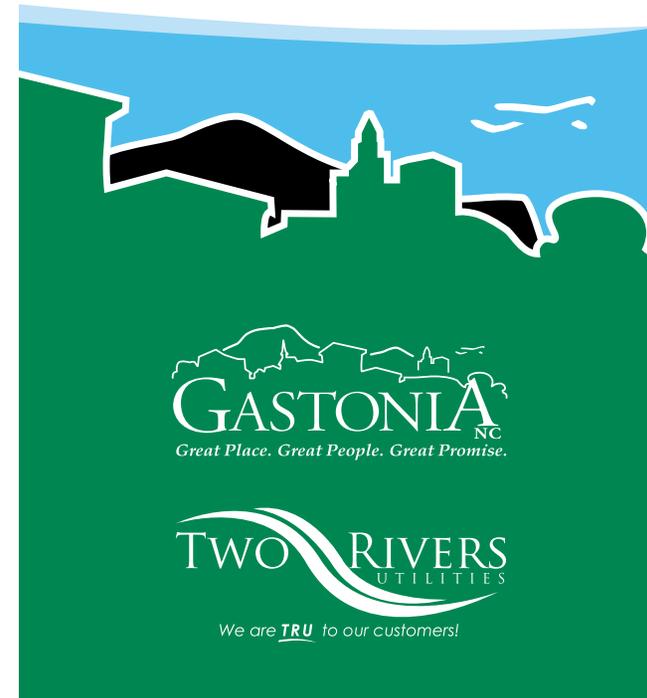
P. O. Box 1748

Gastonia, NC 28053-1748

www.cityofgastonia.com

Customer Service Payment Options and Online Services for our Utility Customers

...making things easier...



AUTOMATED PAYMENT OPTIONS

...simple and convenient.

Pay by Phone

You can pay your bill anytime from anywhere using MasterCard, VISA, Discover, or electronic check by calling one of the following numbers:

Automated Customer Service Line
704.866.6714, Menu Options 2 & 2

Paymentus Corporation
1.888.484.9465

Please be sure to have your account number and billing zip code. There is no charge to pay by phone and your payment is updated on your account within minutes if processed during normal business hours.



Payment Kiosks

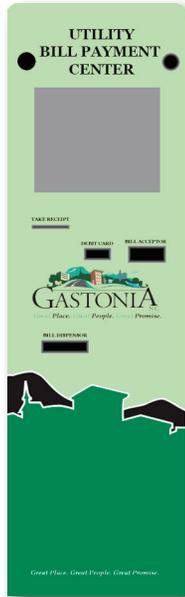
If you prefer to pay in cash, Automated Bill Payment Centers (kiosks) are located in the Gastonia area Bi-Lo grocery stores. These kiosks work very much like bank ATMs and can process payments made in cash or by debit/credit card. Your payment is updated on your account within minutes if processed during normal business hours.

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



Pay Online

You can pay your bill online with a debit card, credit card, or bank account 24 hours a day, seven days a week through our payment processor, Paymentus Corporation. For your convenience, a link is located on the main page of the City of Gastonia's website at www.cityofgastonia.com. You will need your account number and billing zip code but there is no charge to pay online and your payment is updated on your account within minutes if processed during normal business hours.

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!*

OTHER PAYMENT OPTIONS

By Mail

Please enclose the bottom portion (stub) of your utility bill with your check or money order and use the blue return envelope provided.

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 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, across from the Gastonia Post Office and also outside Cramerton Town Hall. Please note that there are earlier cut-off times posted at each of these locations for same-day processing of your payment.

ACCESSING YOUR ACCOUNT INFORMATION

...it's never been easier!

Automated Customer Service Line 704.866.6714

- Access your account using your account number or with your Social Security number and house number.
- Find out amounts due, due dates, and disconnect dates.
- Verify the last payment on your account.
- Verify a reconnect order for your address.
- Process pay arrangements and find out how many you currently have available on your account.

Online Customer Self-Service

Go to www.cityofgastonia.com & click on the links:

- View account information and activity online.
- Sign up for paperless billing and view or print e-bills.
- Update phone number and mailing address information.
- Sign-up or terminate Automatic Bank Draft payments.
- Sign up or terminate Budget Billing.
- Set up a pay arrangement on your account.
- Place service requests to start, stop, or transfer utility service.
- Ask questions or make general inquiries regarding your account, monthly bill, or other City services.

Paymentus Corp

Mobile App and Customer Dashboard

- Make or schedule a debit/credit card payment.
- Save payment information for future payments.
- View payment activity.

COMING SOON!