

Why Wait in Line?

For those times that you have to make a trip to City Hall to drop off your payment, why wait in line?



The City of Gastonia has two drop boxes for utility payments. Whether it's during the day, after our normal business hours, or even on holidays and weekends, you can drop off your payment in our drop box located at the bottom of the steps on the South Street side of City Hall. There is also a mail slot on the entrance door to the Revenue Collections office, located on the first floor of City Hall, in which you can put your payment. Both locations have envelopes available for your convenience.

For drop box payments:

- Please include the payment remittance portion of your bill.
- If you don't have your bill, please make sure the name, address and account number are noted on the check or money order for your payment.
- Drop box payments are posted to accounts at 8:30a.m., 4:30p.m. and 4:55p.m.

**City of Gastonia
Revenue Collections Division
P. O. Box 8600
Gastonia, NC 28053-8600**

Coming Soon.....

City of Gastonia Automated Customer Service Line

The City of Gastonia is currently working on an Automated Customer Service Information line that will allow our customers to check balances, verify payment amounts, and check due dates or disconnection dates. Best of all, you can access this information 24 hours a day, 7 days a week from the convenience of your home.



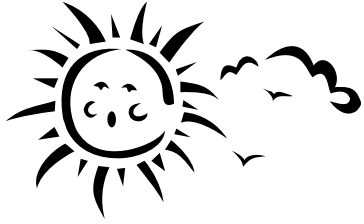
Watch for a message on your monthly utility bill to let you know when it's up and running. We'll continue to add features that will eventually allow customers to also make payments or request pay arrangements by phone.

**Isn't it time you made
paying your monthly
utility bill easier....?**



**Take a look inside for
more information on
some programs offered
to City of Gastonia
utility customers.**

Budget Billing



When the weather changes, take the ups and downs out of your monthly

utility bill by signing up for Budget Billing.

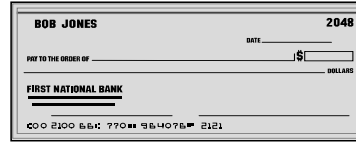
When you sign up for Budget Billing, we'll estimate your monthly payment based on your usage over the past year, and bill you this amount for the next 11 months. The 12th month is used to settle up any difference between what you've paid and your actual charges.

To be eligible for Budget Billing, your account cannot be in a past due status and you need to have had at least 12 months service at your current address.

If you're not already on Budget Billing, simply complete the enclosed form and return it with your next utility payment. You only have to apply once, so for all of you currently on Budget Billing, it's not necessary to re-apply.

Automatic Bank Draft

Join your friends and neighbors and save time and money, by participating in the City's Automatic Bank Draft Program for your monthly utility bills.



No more writing a check each month, making a trip to City Hall to make your payment, paying postage, or worrying about late fees or disconnection of service. We'll continue to send you a monthly utility bill showing your total current charges and the date this amount will be automatically drafted from your bank account, typically seven (7) days from the date of the bill. If you want to combine it with the Budget Billing Plan, that makes it even easier by letting you know exactly how much will be drafted each month.***

Participation is easy, and free! Simply complete the enclosed form, attach a voided check from the account you wish to use for payment (checking or savings), and return it with your next utility payment. If you're already on automatic bank draft, you don't need to sign up again.

****For Budget Billing Customers on Automatic Bank Draft, the same amount is drafted each month, with the exception of the "settle-up" month, which could be less or more than the monthly Budget Bill amount.*

PLEASE DETACH HERE AND RETURN WITH YOUR PAYMENT

Yes, please sign me up for Budget Billing.

Yes, sign me up for Automatic Bank Draft. I have attached a copy of a voided check.

Customer Name----- Utility Account Number-----
Service Address-----
Mailing Address (if different from above)-----
Signature----- Date----- Daytime Phone-----