

## **Lincoln County Suspends Residential Utility Disconnections**

To help ensure residents can remain in their homes and slow the spread of the coronavirus (COVID-19), Lincoln County will not disconnect residential utility service due to late or non-payment through May 31, 2020.

In addition, to be consistent with the NC Governor's Executive Order 124, the County is waiving penalties including late and default fees for the same time period.

Please keep in mind that customers are still responsible for paying for all usage. Customers should continue to make payments on their accounts to avoid accumulating large balances, even if they cannot pay in full. Since utility account balances will not be forgiven, only deferred, customers having trouble paying utility bills in full or on time are strongly urged to make incremental payments during this time.

All customers are encouraged to utilize the online payment option available through the Quick Links section of our website at [www.lincolncounty.org](http://www.lincolncounty.org).

The County has payment plans available for residents that are unable to pay their bills in full over the time that Executive Order 124 is in effect.

Please contact Customer Service at (704) 736-8497 for more information.