

# UTILITY BILL PAYMENT PLANS

The City of Lenoir recognizes that the COVID-19 pandemic has created financial hardships for some of our residential customers. In an effort to provide a way for customers to bring their balances up to date, the City will offer payment plans for customers who were unable to pay their utility bills during the months of March, April, May, June, and July 2020.

## PAYMENT PLAN REQUIREMENTS

1. Accounts with past due balances prior to March, will need to be brought current or arrangement for payment be made.
2. Past due balance must be paid as agreed to in the payment plan, as well as your current monthly utility bill.
3. Arrangements should be made by 10-15-2020 to avoid late fees and disconnection of service.
4. Individuals who live inside the city limits of Lenoir and are having financial hardships may contact the Caldwell County Yokefellow to determine if they qualify for financial assistance.

Please visit them at 202 Harper Avenue in Lenoir on Tuesdays and Thursdays, 9 a.m. to noon and 1:00 p.m. to 4p.m.

***Failure to follow the payment plan will result in the disconnection of your utility services.*** The City reserves the right to disconnect services if you do not abide by the terms of the agreement.

To request a payment plan, please contact Customer Service at **828-757-2200**.



**LENOIR**  
NORTH CAROLINA

[cityoflenoir.com/paymentplans](https://cityoflenoir.com/paymentplans)