

## Customer Service Payment Options for our Utility Customers

City of Gastonia and Two Rivers Utilities customers have several options available for paying their monthly utility bill, most of which are free of charge.

### Payment by Mail



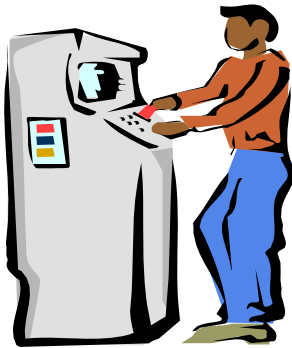
Included with your monthly City of Gastonia utility bill is a blue window envelope that you can use to mail your payment. Please tear off the lower bill stub portion of your bill to include with your payment and make sure the return address shows through the window on the envelope. It is also helpful to include your account number on your check or money order. In the event that you have lost your blue return envelope or do not have your bill with the remittance address, please send payments to the following address:

City of Gastonia  
PO Box 580068  
Charlotte NC 28258-0068

### Payment Kiosks

If you prefer to pay in cash, we have three Automated Bill Payment Centers (Kiosks) located in the Gastonia area Bi-Lo grocery stores. These payment centers work very much like bank ATMs and can process payments made in cash or by debit/credit card.

Customers must have their account number and address information available or a City of Gastonia Account Access Card to make a payment.



#### Automated Bill Payment Kiosk Locations:

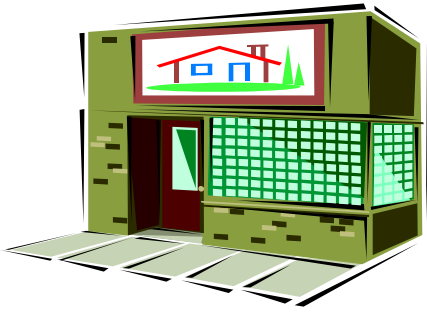
Bi-Lo Store - 1955 Davis Park Road, Gastonia - Open 6:00am until  
Midnight

Bi-Lo Store - 2204 Union Road, Gastonia - Open 24 Hours

Bi-lo Store - 2601 S. New Hope Rd, Gastonia - Open 24 Hours

Please note that payments made after 5:00pm, on weekends or holidays, will be posted the next business day.

## Ace Cash Express



If you still prefer to pay your bill face-to-face with someone, you also have the option to make your payments at Ace Cash Express 2597 W. Franklin Blvd. Customers are charged a \$1.00 convenience fee for this option.

Please note that payments made after 5:00pm, on weekends or holidays, will be posted the next business day.

## Dropbox

The City of Gastonia has two drop box locations available for City of Gastonia and Two Rivers Utilities customers to make payments on their accounts.

### South York Street

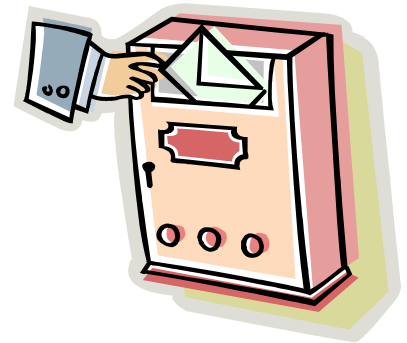
This drop box is located behind the Garland Business Center and across from the Gastonia Main US Post Office. Payments received after 3:30pm, on weekends or holidays, are posted the next business day.

### Cramerton Town Hall

This drop box is located outside the Town Hall building in Cramerton, NC. Payments received after 2:00pm, on weekends or holidays, are posted the next business day.

Payments should be made by check or money order only.

- Please include the payment remittance portion of your bill.
- Please make sure the name, address and account number are noted on the check or money order.



## 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, with no additional fees. For your convenience, a link is located on the main page of the City of Gastonia's website at [www.cityofgastonia.com](http://www.cityofgastonia.com). Here you will find all the information you need to make your payment.

Please note that payments made after 5:00pm, on weekends or holidays, will be posted the next business day.

## Automatic Bank Draft

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, paying postage, or worrying about late fees or disconnection of your services. We will 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 fourteen days from the date of the bill. If you want to combine this payment option with our Budget Billing Plan, it will make it even easier by letting you know exactly how much will be drafted each month.



Participation is easy, and free, just call our office at 704-866-6714

## Pay By Phone

You can pay your bill anytime, from anywhere, using MasterCard, VISA, Discover or Electronic check, with no additional fees, by calling one of the following numbers:

Automated Customer Service Line  
704-866-6716

Paymentus Corporation  
1-888-484-9465



Please be sure to have your account number and billing zip code.

Please note that payments made after 5:00pm, on weekends or holidays, will be posted the next business day.