

## Frequently Asked Questions – COVID-19 Response

- When will you all be open to the public again?  
Answer: We are open to the public by appointment only. We will resume normal business operations when our City Council and/or City Manager deem that it is safe for employees and citizens to do so. We will continue to monitor social distancing guidelines from state and federal officials to determine when it is safe to begin operating on a regular schedule.
- How do I get in touch with someone if I have question about my utility account?  
Answer: Our **Customer Service** staff is ready to answer your questions **Monday through Friday, 8 a.m. until 5 p.m.** Call us at **(919) 580-4340**.
- Will I still get billed during COVID-19?  
Answer: Yes, we will continue to bill as normal, so it is best to pay what you can to avoid building up a large balance that will be harder to pay off later.
- Will my water be cut off if I do not pay?  
Answer: No, we will not disconnect our residential customer's due to non-payment during the period of the Executive Order which will be through May, 31, 2020.
- Will I still get billed late fees?  
Answer: For residential customers, we will not bill late fees or penalties from the date of the Executive Order for at least sixty (60) days.
- Is the City of Goldsboro giving any incentives or relief during COVID-19?  
Answer: We do not have an incentive or relief program for utility bills. However, we will make payment arrangements up to six (6) months on past due balances related to COVID-19. Call Customer Service at (919)580-4340 to setup a payment arrangement or discuss your account.
- How can I best make my payment?  
Answer: We offer multiple convenient ways for you to pay your bill.

**Online** at <https://goldsboro.qpaybill.com/start.aspx>

You will need your account number and your phone number.

Call us at (919)580-4340 if you need help with this information.

**Pay by Phone** 1(888)715-5488

**Bank Draft** Call Customer Service at (919)580-4340 to setup.

**Drop Box** at the front of City Hall 200 N. Center Street

**US Mail** at P.O. Drawer A Goldsboro, NC 27533

- Who do I make my check/money order out to?  
Answer: City of Goldsboro
- Does your pay-by-phone or website payment options charge a fee?

Answer: There is no fee to use the pay-by-phone or website payment options!

- If I drop my payment in the drop box how will I know my payment was applied?  
Answer: You can call Customer Service at (919) 580-4340 or check your account online at <https://goldsboro.qpaybill.com/start.aspx>
- Can I drop cash in the drop box?  
Answer: We ask that you not put cash in the drop box because the amount cannot be verified when transferring from you to our cashiers. This is for your protection as well as our staff. Please make an appointment if you must pay in cash.
- Can I start new service during this time?  
Answer: Yes, you can. Call (919) 580-4384. We will take your proof of residency and identification via email, fax, or copy in our drop box. Your deposit can be paid via our website [www.goldsboronc.gov](http://www.goldsboronc.gov) and selecting **Pay Water Bill**, telephone 1(888)715-5488 or by placing a check or money order in the drop box.
- Is City of Goldsboro still picking up trash during COVID-19?  
Answer: Yes.