



City of Goldsboro
P.O. Drawer A
North Carolina
27533-9701

(919) 580-4362

COVID-19 Information Regarding Past Due Residential Accounts

Pursuant to Executive Order No. 124 on March 31, 2020

Amended by Executive Order No. 142 May 30, 2020

The City of Goldsboro is taking the spread of COVID-19 seriously. We care about our customers, employees and community. We have implemented the following actions for our residential customers:

- Customer account disconnections for nonpayment are suspended until July 29, 2020.
- The City will not impose new penalties for late payments or collect on penalties that were imposed on residential accounts as of March 31, 2020 until July 29, 2020. Normal usage fees will still apply for utility services you receive.
- Customers with unpaid balances at the end of this grace period will be allowed up to six (6) months to pay off any past due balances with no late fees charged on arrearages. We strongly encourage customers to stay as up-to-date with payments as possible to avoid building up a large balance that will be difficult to pay off later when the Order expires.
- Please contact our **Customer Service** staff at **(919) 580-4340** to discuss payment arrangement options.

Customer Service and Paying Your Bill

City Hall is open to the public, but we have several other options for your convenience:

Drop Box

Our secure drop box is located at the front of City Hall at 200 N. Center St., Goldsboro, NC 27530. Available 24 hours a day, seven days a week.

Online

<https://goldsboro.qpaybill.com/start.aspx>

Pay By Phone

1-888-715-5488

U.S. Mail

P.O. Drawer A
Goldsboro, NC 27533

Bank Draft

Call Customer Service to setup bank draft. Safe, easy and secure.
(919) 580-4340

In Person – Social Distancing Rules Apply

We are open Monday through Friday 8 a.m. to 5 p.m. Social distancing rules apply.

Please continue to practice social distancing and stay home unless it's necessary to be out. We will get through this together. Thank you for helping to keep our community safe and secure.

Catherine F. Gwynn
Finance Director
City of Goldsboro