



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

(919) 580-4362

July 30, 2020

**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**

Executive Order 124 as amended by Executive Order 142 expired on July 29, 2020 which required the following:

- Customer account disconnections for nonpayment are suspended until July 29, 2020.
- The City did 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.

**If you have a past due account as of July 29, 2020:**

- Please contact our **Customer Service** staff at **(919) 580-4340** to discuss payment arrangement options.
- Our Customer Service staff will work with you to establish as payment arrangement of up to six (6) months to pay off any past due balances related to the EO from March 31 through July 29.
- Late fees and penalties on past due balances on or before July 29, 2020 will not be charged.

**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.

**U.S. Mail**

P.O. Drawer A  
Goldsboro, NC 27533

**In Person – Social Distancing Rules Apply**

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

**Pay By Phone**

1-888-715-5488

**Online**

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

**Bank Draft**

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

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

Catherine F. Gwynn  
Finance Director  
City of Goldsboro