

Finance Department
Catherine F. Gwynn, Director
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ANNOUNCEMENT PAYMENT ADDRESS CHANGE UTILITY CUSTOMERS CITY OF GOLDSBORO

August 25, 2020

The City offers multiple ways for customers to pay their utility bill. Many of our customers mail a check to our lockbox processor in Charlotte, North Carolina. Over the past four months, the City has experienced a large volume of utility payments not processed timely by our lockbox provider due to COVID-19 issues. We have worked with the provider, but have not seen any improvement in the timeliness of posting payments. To respond to the problem, we have decided to process the utility payments in-house temporarily to ensure that they are credited in a timely manner. We ask our customers to change the mailing address of the payments to:

**City of Goldsboro
Post Office Box 88
Goldsboro, North Carolina 27533**

If you continue to send your payment to the lockbox in Charlotte, your payment will be processed, however, due to the issues the provider is experiencing, we cannot assure our customers how timely that will occur.

Please call our **Customer Service staff** at **(919) 580-4340** during our regular business hours with questions or concerns. The City offers many other no-cost payment solutions, and we encourage you to pay online, by phone or bank draft. We appreciate your patience as we work through these issues.

Sincerely,



Catherine F. Gwynn
Finance Director