Welcome to Lincoln county's online Utility Payment Portal

Instructions on how to create a profile:

Instructions on how to link your account:

It is recommended that you have a bill on hand to link your account

After logging in you will see at the top right a link that says 'Link to Account' seen here highlighted in <mark>yellow</mark>:

Utility Billing Accounts
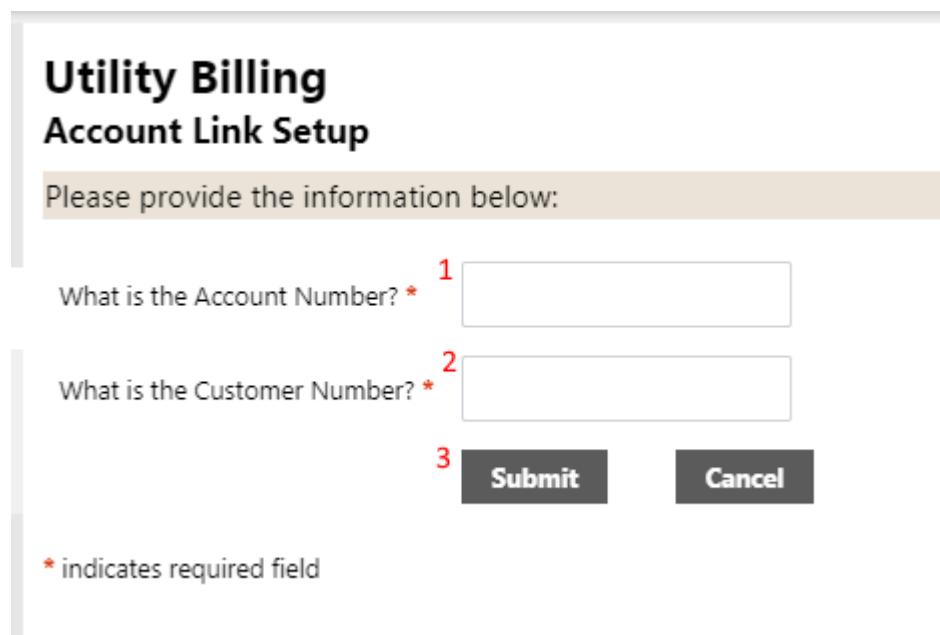
Select an account to work with.

<mark>Link to Account</mark>

Linked accounts

It will bring you to a page that looks like this:

You will want to match up the numbers you see below on your bill with the corresponding boxes you see on your 'Account Link setup' screen. We have enumerated them for you in our screen captures.

Utility Billing
Account Link Setup

Please provide the information below:

What is the Account Number? * ⟨1⟩ [   ]

What is the Customer Number? * ⟨2⟩ [   ]

⟨3⟩ **Submit**   **Cancel**

* indicates required field

LINCOLN COUNTY
DEPARTMENT OF FINANCE
115 WEST MAIN STREET • LINCOLNTON NC 28092
TEL: (704) 736-8497

UTILITY BILL
Customer Copy
Keep this portion for your records

CUSTOMER NAME			SERVICE ADDRESS					
		1	2					
BILL NUMBER	BILL DATE	ACCOUNT NUMBER - CUSTOMER NUMBER					CURRENT BILLING DUE DATE	
DESCRIPTION		METER	PREVIOUS READING DATE	CURRENT READING DATE	PREVIOUS METER READING	CURRENT METER READING	USAGE (GALLONS)	CHARGES

Once this is complete you will click the 'Submit' button on the screen we have marked 3.

You should now see the needed account.

We do not recommend that you pay online if your water has been, or is subject to cut off. However, if you choose to do so, you MUST call a Customer Service Representative at 704-736-8497 with a CONFIRMATION NUMBER to have services restored.