

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 yellow:

### **Utility Billing Accounts**

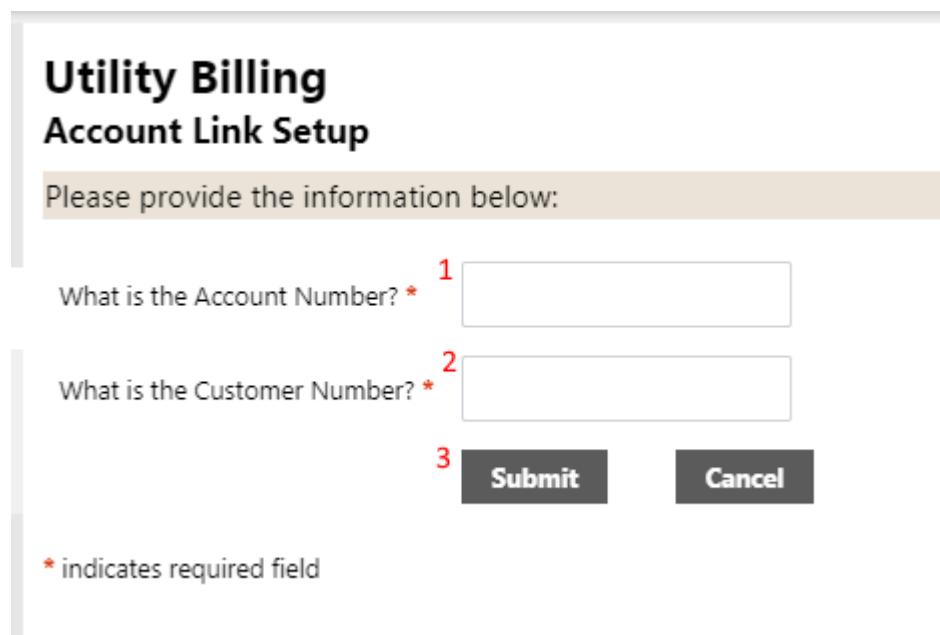
Select an account to work with.

[Link to Account](#)

[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.



The image shows a screenshot of a web page titled 'Utility Billing Account Link Setup'. The page has a light gray background with a white central content area. At the top, the title is displayed in a large, bold, black font. Below the title, a sub-section 'Please provide the information below:' is shown in a smaller, bold, black font. The form consists of two input fields. The first field is labeled 'What is the Account Number? \*' and has a red '1' in the top right corner. The second field is labeled 'What is the Customer Number? \*' and has a red '2' in the top right corner. Both fields are represented by white input boxes with a thin black border. At the bottom of the form, there are two dark gray buttons: a 'Submit' button on the left with a red '3' in the top right corner, and a 'Cancel' button on the right. A small note at the bottom left states '\* indicates required field'.

**Utility Billing**  
**Account Link Setup**

Please provide the information below:

What is the Account Number? \*

What is the Customer Number? \*

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						
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
1			2					

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.**