

LINCOLN COUNTY BOARD OF PUBLIC UTILITIES

Bill Payment Options:

For our customers' convenience, LCBPU offers several bill payment options.

Payment Center:

Our payment center located at 2863 Huntsville Hwy. is open Monday through Friday, 7:30 am to 4:30 pm, accepting regular methods of payments for your water bill. We accept cash, check, and certain credit and debit cards. Any fees associated with use of credit/debit cards are not charges of LCBPU.

Night Deposit:

Our night deposit is located at our payment center, for after-hour payments. Payments made after office hours on the due date using night deposit will be considered late and will be charged a penalty of 10% of the water charge.

Automatic Bank Draft:

With the complete ACH form, routing number and account number, we can automatically deduct your bill payment from your bank account. Each bill made through the ACH service will be drafted from the customer's designated account and posted to the appropriate billing account on, or as close as possible to the due date shown on the customer's utility bill being paid.

By Mail:

Our mailing address: 2863 Huntsville Hwy, Fayetteville, TN 37334. Please allow enough time to be received on or before the due date to avoid late fees and/ or disconnect.

Local Banks:

Payments may be made at the following local banks in Fayetteville, TN: Bank of Lincoln County, C B & S Bank, First Bank, First Commerce Bank, and First National Bank. Please refer to your bill for the deadline day you can pay at bank to avoid late fees.

Pay by Phone:

Payments may be made 24/7 by credit/debit card or ACH using our toll-free number 1-877-665-6005. You will need your LCBPU account number and follow the prompts.

Online:

Payments may be made on our website lincolncountybopu.com using e-checks and debit/credit cards through EFEXSYS. Other options are you may sign up for Autopay and/or payment notifications by text message or email. By enrolling in Text 2 Pay, you will receive a short message with the bill amount and eliminate the need to open a browser or log in to a user account.

EFEXSYS is a secure third-party payment service. Please read and accept policy prior to making payment. Any fees associated with the use of online payment of credit/debit cards are not charges of LCBPU.

Pay online, go paperless, sign up for auto pay, and access usage and payment history 24/7 by creating a web portal account by scanning the QR Code on your bill.

Penalties and Fees:

Regardless of payment option, if payments are not received by the close of business on the due date **printed** on your bill, a penalty of 10% of water charge will be added to the net amount of the customer's bill. Should the due date fall on a non-business day (i.e., a weekend day or LCBPU recognized holiday), the next business day will be held by LCBPU as a day of grace for delivery of payment.

A computer-generated telephone call is attempted to residential and commercial customers, provided the customer has given a VALID telephone number where he/she may be reached. This courtesy call is a reminder to customers who have an unpaid balance. This call is made in attempt to notify the customer of their final due date prior to the disconnection of the customer's water service.

Water Service will be discontinued if not paid prior to the designated disconnection date **printed** on your bill. A delinquency charge of \$30.00 (7:30am to 4:00pm) an **additional** \$10.00 (4:00pm to 4:30pm) will be charged to all unpaid accounts on cut off day. Customers who have their water turned back on must make payment in full (total amount of bill plus the delinquency charge) in the payment center by 4:30pm. No service will be restored after hours. Please remember, failure to receive your bill **does not** release customer from their payment obligation.

A customer with a 12-month history of no prior disconnects may elect to sign up for a bank draft in lieu of the \$30.00 delinquency charge. In such case, the bank draft must be maintained for a minimum of six months or the \$30.00 will be reapplied to the account.