COUNTY OFFICE NUMBERS

Airport	704-735-0602
Board of Elections	704-736-8480
Building & Land Development	704-736-8440
Cooperative Extension	704-736-8452
County Manager	704-736-8471
Emergency Management	704-736-8660
Emergency Medical Services	704-736-9385
Finance	704-748-1516
GIS/Mapping	704-736-8537
Health Department	704-735-3001
Environmental Health	704-736-8426
Home Health	704-736-8647
Library – Main Branch	704-732-9040
East Branch	704-483-3589
West Branch	704-276-9946
IT	704-736-8432
Human Resources	704-736-8493
Recreation	704-748-1518
East Rec Center	704-483-8980
Register of Deeds	704-736-8530
Senior Services	704-736-8410
Sheriff (non-emergency)	704-732-9050
Social Services	704-736-0738
Soil & Water Conservation	704-736-8501
Solid Waste	704-732-9030
Tax Office	704-736-8542
Veterans Affairs	704-736-8506

FIRE or POLICE EMERGENCY - 911

UTILITY NUMBERS

Bellsouth	1-888-757-6500
Charter Cable	1-888-438-2427
Duke Power	704-735-8215
Energy United	1-800-522-3793
Piedmont Natural Gas	1-800-752-7504
Utility Locator Service (NC One Call)	1-800-632-4949

OTHER NUMBERS

Chamber of Commerce	704-735-3096
Department of Motor Vehicles	
Driver's License	704-735-6923
License Plates	704-735-0018
Lincoln County Schools	704-732-2261
City of Lincolnton	704-736-8980

PUBLIC WORKS OFFICE LOCATIONS

Lincoln County Public Works
(Main Office)
115 West Main Street
Lincolnton, NC 28092
Phone 704-736-8497
Fax 704-736-8499

Lincoln County Public Works
(East Office)
7674 Tree Farm Road
Denver, NC 28037
Phone 704-483-7082
Fax 704-483-7072

Office Hours
8:00 AM to 5:00 PM
Monday – Friday

LINCOLN COUNTY PUBLIC WORKS

Customer Information

MISSION STATEMENT:

Our mission is to provide the citizens of Lincoln County with safe, clean and affordable drinking water, efficient and environmentally sound wastewater treatment, safe and proper disposal of solid waste, environmentally acceptable handling of recyclable materials and courteous and knowledgeable customer service.

http://www.lincolncounty.org/pw

IMPORTANT INFORMATION ABOUT YOUR WATER & SEWER SERVICE

Billing Cycle

Lincoln County uses actual meter readings to calculate water and sewer service charges. Water meters are read manually or, in certain areas, electronically, throughout the month. Bills based on these readings are mailed out the first week of the following month. All payments are due by the last business day of the month.

Payment Methods

Lincoln County accepts payment via postal mail, drop box, walk-in, or automatic bank draft. Either office accepts payments of cash, checks, money orders, debit cards and credit cards.

Past Due Notices

On the first working day of each month, Lincoln County mails a courtesy reminder notice to water and sewer customers if a sufficient payment has not been received on their account in 60 days. If you receive a reminder notice in error, please contact the Main Office at 704-736-8497.

Disconnections

Accounts with an unpaid balance over 60 days are subject to disconnection. Once disconnected, full payment of the past due amount plus a reconnect fee must be received in either office before water service will be restored.

Water & Sewer Rates

The County Board of Commissioners sets the rates for water and sewer usage and other connection fees. These rates are reviewed during the annual budget process or at other times as necessary. The Board follows the North Carolina General Statutes and must provide a balanced budget, including the Water Fund and the Sewer Fund. Water and sewer payments by customers fund the maintenance and operation of our water treatment plant, five elevated storage tanks, water distribution lines and fire hydrants, wastewater treatment plant sewer pump stations and main sewer collection lines. A copy of the current rate sheet is available at either office or on our website at http://www.lincolncounty.org/pw. Rates and fees for water and sewer service are subject to be changed by the Board when necessary.

Sewer Charges

Customers with sewer service who use their household water meter to irrigate lawns and gardens, fill pools, or wash vehicles will incur sewage charges on that water. To avoid paying sewage rates on irrigation water, customers can purchase a separate irrigation meter.

Theft of Service

Inactive or closed accounts will have a lock placed on the water meter to prevent unauthorized use of water. If a lock is found to have been removed, the person responsible for the account will be subject to a substantial penalty for tampering with the meter. A penalty will also be assessed if a meter is found to have been bypassed, altered or otherwise interfered with.

Leak Adjustment Policy

Lincoln County has a leak adjustment policy to assist customers who have high usage on their domestic water bills due to a leak on their private water systems. More details about the leak adjustment policy can be found at http://www.lincolncounty.org/pw or at either office location. No adjustments will be granted on any private irrigation system.

After Hours Water Problems

If you have a water related emergency after normal working hours, please call Lincoln County Communications Center at 704-735-8202 and an on-call representative will respond.

Water Saving Tips

Clean and safe drinking water is a valuable resource. The source of Lincoln County's drinking water is Lake Norman. While this would seem to be a nearly unlimited supply of water, there are limits on how much water is actually available for treatment. Therefore we encourage all of our water customers to make an effort to eliminate wasteful water uses and conserve this resource.

Some tips for saving water are listed below:

- Install flow-restriction or water-saving devices (showerheads, toilets, faucet aerators)
- Limit lawn and garden watering. Lawns need no more than one inch of water per week.
- Limit showers to no more than 4 minutes
- Operate washers and dishwashers only when they are full
- Check all faucets and fixtures for leaks and repair any that are found
- Do not let water run continuously while washing dishes or cars
- Do not wash down paved areas with a hose – use a broom or blower

Other water saving tips can be found at www.wateruseitwisely.com.

Questions?

Please call our Main Office at 704-736-8497 if you have any questions about your water or sewer service or check out our website for frequently asked questions and other useful information:

http://www.lincolncounty.org/pw