

City of Lumberton



Public Services Department

Dear Customer,

The City of Lumberton offers an Equal Payment Plan (EPP) for utility customers.

Here's how the program works:

1. To start, we obtain the total annual utility cost at your location based on previous usage.
2. We divide that total by 12 months, and your EPP amount will be billed out for the average monthly cost.
3. In June, we determine if you have over or under-paid for actual utilities used for the entire year (from June to June). If you over-paid, then you will receive a credit. If you under-paid, you will be billed for the outstanding balance. (This is referred to as the 'settle-up' period)
4. We re-evaluate your utility usage each year and your EPP payment may be adjusted either higher or lower depending upon your utility usage and current utility rates.
5. To remain on the Equal Payment Plan, payments must be made on-time. You will be removed from Plan if payments are not received by your due date.
6. If you are removed from the plan due to failure to pay, then the entire balance will be due at that time.

To be eligible for the Equal Payment Plan, you must meet the following two requirements:

- Your account must have had service for at least twelve (12) months.
- You have had no more than 2 late payments over the last twelve (12) months.

Thank you for being a valued City of Lumberton Utility customer. To enroll in EPP, please give our customer service team a call at (910) 671-3829 or (910) 671-5996.