



CITY OF LANCASTER
UTILITIES COLLECTION OFFICE
104 E. Main Street, PO Box 1099
Lancaster, OH 43130-0819
(740) 687-6627

Fax (740) 681-5040

utilities@ci.lancaster.oh.us

October 23, 2018

IMPORTANT INFORMATION REGARDING NOTICE OF DISCONNECTION
*****READ CAREFULLY*****

Dear Utility Customer,

Due to the excessive number of requests and follow-up, arrangements and extensions on a Notice of Disconnection will be discontinued effective January 1, 2019. OUR OFFICE WILL NO LONGER PERMIT ANY TYPE OF AN EXTENSION PROLONGING THE DISCONNECTION DUE DATE.

As normal, utility accounts with an outstanding balance thirty (30) or more days past due will still receive a *Notice of Disconnection* displaying the past due amount, also known as the minimum amount required by the due date, in order to continue service(s). The *Notice of Disconnection* will be generated about five to seven days earlier than normal and will be due approximately fifteen (15) days later as specified on the notice.

Cash, money order, and checks are the recommended form of payment on or before the due date on the *Notice of Disconnection*. Dishonored checks may result in criminal charges. Payments made by credit card, debit card, and e-checks **MUST** be paid at least two (2) business days **BEFORE** the notice DUE DATE to prevent disruption of service(s) as these payments can take up to two business days for processing. **Payments made AFTER** the notice DUE DATE must be paid by cash, money order, or certified bank check. If you are eligible for assistance programs, make sure you make applicable co-payments as soon as you receive your *Notice of Disconnection* to ensure we have the voucher on or before the *Notice of Disconnection* due date. We will **NOT** hold disconnection while you contact various agencies regarding eligibility as this should have been done as soon as you received your notice. Partial payments will **NOT** prevent disruption of service(s) as payment must cover the **FULL** amount of the *Notice of Disconnection* on due date specified.

Should payment not be received on or before the *Notice of Disconnection* due date, an automated reminder courtesy call will be made to the account holder's primary phone number listed that payment is due within 24 hours to prevent disruption of service(s). At this point and failure to make payment, service(s) will be disconnected as the past due is approximately 60-days in arrears, therefore, our technicians will **NOT** be required to make contact with the occupant(s) at the time of disconnect. However, the technician will leave notification on the door that services have been disconnected. Due to safety concerns, our technicians will **NOT** be permitted to accept payment in the field in lieu of disconnection. Service(s) will **NOT** be restored until the total account balance along with reconnection fees are paid in full via cash, money order, or certified bank check. Restoration will be scheduled for the **NEXT** business day.

Should you have any questions or concerns, please feel free to contact our office at (740) 687-6627, Monday through Friday between the hours of 7:30 a.m. and 4:25 p.m. excluding holidays.

Cordially,

Management
Lancaster Utilities Collection Office



**CITY OF LANCASTER
UTILITIES COLLECTION OFFICE
104 E. Main Street, PO Box 1099
Lancaster, OH 43130-0819
(740) 687-6627**

Fax (740) 681-5040

utilities@ci.lancaster.oh.us

February 1, 2019


IMPORTANT INFORMATION REGARDING *NOTICES OF DISCONNECTION*

*****PLEASE READ FRONT & BACK CAREFULLY*****

Dear Utility Customer,

Effective March 1, 2019, our office will NO LONGER issue a separate *Notice of Disconnection* currently mailed in the yellow envelope. The *Notice of Disconnection* will be included on your normal monthly bill, in the second (2nd) rectangular box from the top, as shown below:

**SAMPLE
(TOP PORTION OF REGULAR BILL)**

	Utilities Collection Office 104 E Main Street Room 105 Lancaster, OH 43130	Hours of Operation 7:30 a.m. to 4:25 p.m. Monday through Friday Closed Saturday and Sunday	Phone: (740) 687-6627 Fax: (740) 681-5040 Visit Us at www.ci.lancaster.oh					
<p>Notice of Disconnection: To avoid termination of services, a minimum of \$319.11 MUST be paid on or before the due date shown on this bill. Allow two (2) business days for processing credit/debit cards and e-checks. Restoration will be scheduled next business day after total account balance and reconnection fees are paid in full.</p>								
Billing Date	Previous Balance	Payments Applied	Adjustments	Beginning Balance	Current Charges	Current Amount Due	Due Date	Amount Due After Due Date
01/30/2019	633.39	0.00	0.00	633.39	357.97	991.36	02/19/19	1,009.26
Account:						Account Balance	Amount Due	
<u>Beginning Balance</u>						633.39	633.39	
<u>Current Charges</u>						A = Actual E = Estimate		
Type of Service	Service From	Service To	Billing Days	Previous Reading	Current Reading	Usage (Cubic Feet)	Amount	

The *Notice of Disconnection* amount is the minimum amount required for continued services. Please note the minimum amount required will be approximately 60-days past due as of the due date shown on this bill.

Should you have any questions or concerns, please feel free to contact our office at (740) 687-6627, Monday through Friday between the hours of 7:30 a.m. and 4:25 p.m. excluding holidays.

Cordially,

Management
Lancaster Utilities Collection Office

The *Notice of Disconnection* amount is the minimum amount required for continued services.

ASSISTANCE PROGRAMS –

If you are eligible for assistance programs, make sure you make co-payments (if applicable) as soon as you receive your regular bill that displays a *Notice of Disconnection* amount to ensure we have the voucher on or before the due date. We will NOT hold disconnection while you contact various agencies regarding eligibility as this should have been done as soon as you received your monthly bill displaying the *Notice of Disconnection* amount. Partial payments will NOT prevent disruption of service(s) as payment must cover at least the minimum amount required on or before the due date.

PAYMENT METHODS COVERING A *NOTICE OF DISCONNECTION* (aka MINIMUM AMOUNT REQUIRED) -

Paying “minimum amount” required ON or BEFORE the DUE DATE - Cash, money order, and personal check are the accepted forms of payment. Our office does not accept starter checks. Dishonored checks may result in criminal charges. Payments made by credit card, debit card, and e-checks MUST be paid at least two (2) business days before the due date to prevent disruption of service(s) as these payments can take up to two business days for processing.

Paying “minimum amount” required AFTER the DUE DATE – Cash, money order, and certified bank checks are the accepted forms of payment. **PLEASE MAKE PAYMENT IN OUR OFFICE** as services are eligible for termination at any time. **CREDIT CARD, DEBIT CARD, AND E-CHECKS ARE NOT THE ACCEPTED FORMS OF PAYMENT AFTER THE DUE DATE – CHOOSING TO DO SO WILL BE AT YOUR OWN RISK AS SERVICES COULD BE TERMINATED BEFORE YOUR PAYMENT IS PROCESSED TO YOUR ACCOUNT.**

Paying online via your bank – please note it can take up to ten (10) days for our office to receive payment. Your bank will deduct the amount from your bank account and issue a check payable to our office. Your bank will then mail the check to our office for processing. (Unfortunately, this process is not automated.)

FAILURE TO MAKE PAYMENT -

Should the minimum amount required not be posted on or before the due date, an automated reminder courtesy call will be made to the account holder’s primary phone number listed stating payment is due within 24 hours to prevent disruption of service(s). At this point and failure to make payment, service(s) will be disconnected as the past due is approximately 60-days in arrears, therefore, our technicians will NOT be required to make contact with the occupant(s) at the time of disconnect. However, the technician will leave notification on the door that services have been disconnected. **Due to safety concerns, our technicians will NOT be permitted to accept payment in the field in lieu of disconnection.** Service(s) will NOT be restored until the total account balance along with reconnection fees are paid in full via cash, money order, or certified bank check. Restoration will be scheduled for the NEXT business day.
