



**CITY OF LANCASTER
UTILITIES COLLECTION OFFICE**

104 E. Main Street, PO Box 1099

Lancaster, OH 43130-0819

(Office Hours: 7:30 a.m. – 4:25 p.m.)

(740) 687-6627

Fax (740) 681-5040

utilities@ci.lancaster.oh.us

Establishing or Transferring Utility Service(s) into your name.....

Welcome to Lancaster! Our office provides next business day service. Below is a checklist of what is required to put the utility service(s) in your name.

- _____ 1.) **Photo Identification** – must provide “valid” Drivers License, State ID, College ID, Military ID
- _____ 2.) **Documentation on Renting/Leasing/Land Contract/Buying**
 - a. If renting, leasing, or purchasing on land contract, you must provide a copy of the original lease or original contract. The document must be “signed” by both the property owner (aka landlord) and the tenant(s). A land contract is treated like a rental property until the deed transfers via Fairfield County Real Estate Office. (Note: *All* outstanding balances incurred by the property owner must be cleared up prior to allowing tenants to establish service in their name.)
 - b. If buying, you must provide proof of ownership such as deed, settlement statement or something from the realtor stating you are purchasing.
- _____ 3.) **Pay Off Past Due/Outstanding Debt (if applicable)** –
All past due balances under current and inactive accounts must be paid in full *prior* to establishing service elsewhere.
- _____ 4.) **Complete and Sign “Contract for Utility Service”** located at 104 East Main Street, Lancaster.
If you are listed on the rental agreement, lease, land contract, or share ownership you must also sign this document for utilities.
- _____ 5.) **Pay Deposit (if applicable) and Service Charge** - cash, money order, and checks all accepted.
(Our office does not accept counter or starter checks.)
 - a. Deposit - required for new customers or customers that have not had service with *Lancaster Utilities Collection Office* within the last (3) years. Standard residential deposit is \$100.00, Commercial deposit is \$150.00 and Outstanding balance deposit is \$150.00. Deposits are held for (6) six months and then applied directly to your account.
 - b. Service Charge – \$5.00 (non-refundable) for each service location put into your name.

Important Information

- Meters must be accessible. If meters are not accessible, it may be necessary to schedule an appointment in order to complete your request of establishing utility services in your name.
- If gas service has been terminated, property owner must have a pressure test performed by a certified plumber and witnessed by the Lancaster Municipal Gas Department prior to restoration of service.
- If water service has been terminated, the property owner must have the water meter hooked up prior to restoration of service.