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.