



City of Lancaster  
**UTILITIES COLLECTION OFFICE**

104 E. Main Street, PO Box 1099  
Lancaster, OH 43130

[utilities@ci.lancaster.oh.us](mailto:utilities@ci.lancaster.oh.us)

Phone 740-687-6627  
(7:30 AM - 3:55 PM)

Lobby Hours  
(8:00 AM - 3:55 PM)

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

**\*\*\*\*\*CHECKLIST\*\*\*\*\***

Welcome to Lancaster!

**Please Note – Failure to provide correct documentation along with the information requested on the *Contract for Service*, including your social security number, emergency contact information and signature, will result in processing delays and or the DENIAL of service which may result in termination.**

1.) **Complete and Sign “Contract for Utility Service” & “New Resident Registration” Form-**

Please go to <http://www.ci.lancaster.oh.us/>, click on Government, click on Departments and select Utilities Collection. Scroll to bottom of page and click on *Residential Contract for Service (PDF)* or *Commercial Industrial Government Contract for Service (PDF)*, print, complete, SIGN and return to our office drop box with the additional documentation listed below. Note: If you are listed on the rental agreement, lease, land contract, or share ownership you must also sign this *Contract for Utility Service* along with presenting valid photo identification.

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.) **Photo Identification** – must provide “valid” Driver’s License, State ID, College ID, or Military ID.

4.) **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.

5.) **Pay Deposit (if applicable) and Service Charge** - cash, money order, and checks are all accepted.

**\*\*\*Counter/starter checks are not accepted.\*\*\***

- 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.

\*\*\*\*\*CONTINUED ON BACK\*\*\*\*\*

6.) **SUBMIT "ALL" REQUIRED DOCUMENTATION AS A PACKET TO ONE OF THE FOLLOWING-**

**FAILURE TO INCLUDE PAYMENT (if applicable) AND OR THE REQUIRED DOCUMENTATION ALONG WITH THE INFORMATION REQUESTED ON THE CONTRACT FOR SERVICE, INCLUDING YOUR SOCIAL SECURITY NUMBER, EMERGENCY CONTACT INFORMATION AND SIGNATURE, WILL RESULT IN PROCESSING DELAYS AND OR THE DENIAL OF SERVICE.**

- a. **DROP BOX** (located at City Hall) - 104 E. Main Street. Go to the South Broad Street entrance, drop box located to the right of the steps beside the flagpole.
- b. **E-MAIL** to [utilities@ci.lancaster.oh.us](mailto:utilities@ci.lancaster.oh.us) - If payment is required, send all required documentation first along with a call back number so our staff can contact you regarding special instructions on paying via credit/debit card or e-check. Our payments are processed by calling [\(888\) 592-6221](tel:8885926221) which is through a third-party processing company. Please note this company charges a **\$3.35** convenience fee for processing.
- c. **U.S. MAIL** – addressed to **Lancaster Utilities Collection Office, PO Box 1099, Lancaster, OH 43130**

*\*\*\*\*\*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 for 60-days or longer, 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.
- During winter months (November thru March), the primary source of heat must be on prior to restoring water service(s) in efforts of preventing property damage due to freezing and thawing.



**CITY OF LANCASTER UTILITIES COLLECTION OFFICE  
CONTRACT FOR UTILITY SERVICE**

P. O. Box 1099 • 104 E. Main Street  
Lancaster, OH 43130-0819

Phone: (740) 687-6627 • Email: utilities@ci.lancaster.oh.us

Prior to tenants signing in, the owners must complete the Contract for Utility Service to establish ownership of the premises. Owners who have past due balances are required to pay such balances under ALL of their properties before new service is provided to tenants.

If it is determined that you, your spouse or anyone included on your lease or any member of your current household owes the City of Lancaster Utilities Collection Office any past due/delinquent bills, the unpaid bills must be paid IN FULL before service will be provided. If after service is provided and it is found that such past due/delinquent bills do exist, current service may be discontinued, without liability to the City, until payment of the prior bill(s) is made in full.

Any application for service using a different name in an attempt to conceal charges at a prior location will be considered as obtaining "services by deceit". This or falsification of any information or identification on this application will result in immediate termination of service.

**Applying for utility service is applying for credit. Like other creditors, we ask for your Social Security number to check your utility credit history. Your Social Security number is REQUIRED to establish service.**

**Applicant** \_\_\_\_\_ **SSN** \_\_\_\_\_

**Date Service Requested** (at least one business day from application-contract) \_\_\_\_\_

*(If services are currently off at this service address, a responsible adult (18 or older) must be present when services are reconnected)*

Service Address: \_\_\_\_\_

Mailing Address (if different) \_\_\_\_\_

Primary Phone \_\_\_\_\_ Secondary Phone \_\_\_\_\_ E-mail address \_\_\_\_\_

Employer \_\_\_\_\_ Employer Address \_\_\_\_\_

Photo ID Provided: Driver's License  College ID  Military ID  Other: \_\_\_\_\_

Have you had service with the City of Lancaster before? Yes  No

If yes, please list when and previous address \_\_\_\_\_

Is everyone in your household 62 years of age or older? Yes  No

Will a dog be on the premises? Yes  No

**Co-Applicant** \_\_\_\_\_ **SSN** \_\_\_\_\_

Employer \_\_\_\_\_ Employer Address \_\_\_\_\_

Primary Phone \_\_\_\_\_ Secondary Phone \_\_\_\_\_ E-mail address \_\_\_\_\_

Photo ID Provided: Driver's License  College ID  Military ID  Other: \_\_\_\_\_

**List other members of your household 18 years of age and over:**

Name	Social Security #	Employer

Please check one: Renting  Buying  Land Contract

If renting, leasing or land contract, you must provide a copy of the original lease or original contract – if buying, you must provide proof of ownership.

Date purchased/rented/leased/land contract: \_\_\_\_\_

If renting/leasing/land contract:

Owner's Name \_\_\_\_\_

Owner's Address \_\_\_\_\_

Owner's Primary Phone \_\_\_\_\_ Owner's Secondary Phone \_\_\_\_\_

If purchasing:

If gas service has been terminated, property owner must have pressure test performed by a certified plumber and witnessed by the Lancaster Municipal Gas Department prior to restoration of service.

Emergency Contact \_\_\_\_\_ Relationship \_\_\_\_\_

Address \_\_\_\_\_ Phone \_\_\_\_\_

I hereby make application to the City of Lancaster Utilities Collection Office for services. I agree to pay for such services at the rates established by ordinance adopted by the legislative authority of the City of Lancaster. If these charges are not paid in accordance with the rules and regulations of the Lancaster Utilities Collection Office, the City of Lancaster reserves the right to terminate all services. I agree to abide by all the rules and regulations of the Lancaster Utilities Collection Office. I agree that the City of Lancaster employees shall have access to my premises at all reasonable hours for the purpose of reading meters, installation or removal of meters and for inspection of equipment incident to carrying out this agreement. I further agree to hold the City of Lancaster Utilities Collection Office, the City of Lancaster and its agents, officials and employees harmless from any and all claims and demands alleged for loss, injury or damage to property or persons arising out of the delivery of services beyond the point of metering. I, as the renter also agree to give the Lancaster Utilities Collection Office one business days' notice prior to when I cease to occupy said premises and desire services to be discontinued. In the event of my failure to comply with any of the terms and conditions of this agreement, **I AGREE THAT THE LANCASTER UTILITIES COLLECTION OFFICE OR ITS REPRESENTATIVES MAY DISCONTINUE SERVICES WITHOUT FURTHER NOTICE TO ME AND THAT SUCH DISCONTINUANCE WILL NOT CONSTITUTE WAIVER OF ANY CLAIMS AGAINST ME FOR PRIOR SERVICES RENDERED BY LANCASTER UTILITIES. I UNDERSTAND THAT LANCASTER UTILITIES COLLECTION OFFICE MAY NOTIFY THE OWNER OF THE PROPERTY IF DISCONNECTION FOR NON-PAYMENT IS PENDING AND MAY PROVIDE UPON REQUEST MY PAST AND/OR PRESENT PAYMENT HISOTRY.**

The applicant(s) warrants that he or she is the owner or occupant of the premises and further warrants that all the information provided by them in this application-contract is true and correct and understands that false or misleading information shall be cause for the city to deny or cancel service and demand immediate payment of any amounts that are due. Applicant(s) have read and understand the terms of this application-contract.

Applicant(s) acknowledge by their signatures below, they have received and read the City of Lancaster Utilities Collection Office General Rules and Regulations.

Applicant's Signature

Co-Applicant's Signature

Date

City Representative

Date



Lancaster Income Tax Department  
P.O. Box 128  
Lancaster, OH 43130  
740-687-6606  
www.ci.lancaster.oh.us

## New Resident Registration

Name \_\_\_\_\_

Spouse Name (if applicable) \_\_\_\_\_

Address \_\_\_\_\_

If Rental, provide name of owner \_\_\_\_\_

1. When did you start living within Lancaster city limits? Month \_\_\_\_\_ Year \_\_\_\_\_
2. What is(are) your Social Security numbers? \_\_\_\_\_
3. Since moving to Lancaster, have you been employed at any time, full time or part time? YES\_\_\_ NO\_\_\_
4. If the answer to (3) above is YES, give name and address of current (most recent) employers.  
\_\_\_\_\_  
\_\_\_\_\_
5. If the answer to (3) above is NO, indicate your status by checking one of the following:  
Retired\_\_\_\_\_ Unemployed\_\_\_\_\_ Other(describe)\_\_\_\_\_
6. Do you have any rental income? YES\_\_\_ NO\_\_\_
7. Do you have any other taxable income? YES\_\_\_ NO\_\_\_
8. If the answer to (7) above is YES, list sources of income.  
\_\_\_\_\_
9. Do you pay city income tax to any other city? YES\_\_\_ NO\_\_\_
10. If the answer to (9) above is YES, give name of city(ies) below.  
\_\_\_\_\_
11. If any other person(s) age 16 or over resides at this address, please list their name(s), Social Security number and, if applicable, place of employment below.  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

## How Lancaster City Income Tax Works for You

The City of Lancaster provides many important services for its residents. Our roads, parks, recreation programs, the City's mosquito spraying and leaf pickup program, the Fire Departments and Police and all funded with the income tax that the city collects.

To pay for these important services, the City of Lancaster collects a 2.2% income tax from individuals who either work or live in the city. If a resident already pays income tax to another municipality, they are given a 1% tax credit by the City of Lancaster.

- **Taxable Income:** This includes items such as wages received from an employer, bonuses, stock options, rental income, business income, K-1 income, gambling income, among others.
- **Non-Taxable Income:** interest income, dividends, social security benefits, retirement, and military are not taxable to the city, among others.
- **Estimated Income Taxes:** If your employer does not withhold your City of Lancaster Income Tax for you; it is your responsibility to estimate based on at least 90% of your total tax liability for the year or partial year. Failure to do so will result in penalties.
- **Tax Estimate Deadlines:** Income Tax Estimates are divided into four equal payments which are due each calendar year on April 15th, June 15th, October 15th and January 15th. The total estimated amount that is timely paid will be deducted from the tax liability when you file.
- **Mandatory Income Tax Filing:** All full or partial-year residents of the City of Lancaster, 16 years of age or older, must file a city tax return, whether tax is due or not. Retirees who have no taxable source of income are exempt. The filing deadline is April 15th each year.
- **City Income Tax versus School District Tax:** It is important for Lancaster residents to distinguish the difference between the city income tax and School District tax. The State of Ohio collects School District tax; a School District tax return must be filed with the State of Ohio. The Lancaster Local School District identifying number is 2305; it is mandatory for employers to withhold school tax. It is also mandatory for all school district residents to file Form SD100 with the State of Ohio School District Tax office. New residents must contact the State of Ohio Department of Taxation at 800-282-1780 to request these forms. The school tax applies to everyone living within the Lancaster Local School District boundaries, which reach beyond the City of Lancaster's corporation limits.

For additional information about your city tax return or filing instructions, please contact the City of Lancaster Income Tax Division at 740-687-6606.

All city forms are available at the Lancaster City Income Tax office at 104 E. Main St, 2<sup>nd</sup> floor or <https://www.ci.lancaster.oh.us/194/Tax-Forms>



City of Lancaster  
**UTILITIES COLLECTION OFFICE**

104 E. Main Street, PO Box 1099  
 Lancaster, OH 43130

Phone: 740-687-6627  
 (7:30 a.m.-3:55 p.m.)

Email: [utilities@ci.lancaster.oh.us](mailto:utilities@ci.lancaster.oh.us)  
 Web: [www.ci.lancaster.oh.us](http://www.ci.lancaster.oh.us)

Lobby Hours  
 (8:00 a.m.-3:55 p.m.)

**Payment Options**

Payment Method	Forms of Payment Accepted	Contact Information	Convenience Fee	Maximum Payment Amount per Transaction	Information Required	Helpful Notes
Phone	Debit & Credit Cards	(888) 592-6221	\$3.35 <small>(Charged by third-party merchant)</small>	\$500.00	Utility Account Number and CID Number both found on bill	The suffix on the account number is not utilized (ie: 99999-1 should be entered as 99999)
Online	Debit & Credit Cards	<a href="http://www.ci.lancaster.oh.us">www.ci.lancaster.oh.us</a>  <small>(Click on Government, Utilities Collection, View/Pay My Bill)</small>	\$3.35 <small>(Charged by third-party merchant)</small>	\$500.00	Utility Account Number and CID Number both found on bill. Autopay available;	Account number suffix is required (ie: 99999-1)
Customer Portal	ACH (e-checks), Debit & Credit Cards	<a href="http://lancasteroh.authoritypay.com">lancasteroh.authoritypay.com</a>	No Charge	No Limit	Registration Required, will need Utility Account number and CID Number both found on your current bill. Autopay available;	Account number suffix is required (ie: 99999-1)
Direct Pay (Processed in-house.)	Checking or Savings Account (Automatic Deduction on Due Date)	Bank draft authorization form must be completed and signed by Accountholder.	N/A	N/A	Automatically deducted on the due date each month. Copy of voided check recommended.	May take up to 30-days for processing
Drop Box	Checks, Money Orders  <small>(City not responsible for CASH payments placed in this deposit box.)</small>	City Hall, 104 E. Main St, Lancaster, Located beside Broad Street Entrance, Beside flagpole.	N/A	N/A	Make sure Utility Account Number, Name, Service Address and Phone Number are listed with payment to assure proper credit.	Payments deposited before 7 a.m. will be posted before noon; Payments deposited after 7 a.m. will be posted NEXT BUSINESS DAY.
Mail	U.S. Postal Service	Payment should be mailed to: <i>Lancaster Utilities PO Box 1099 Lancaster, OH 43130</i>	N/A	N/A	Include remittance portion of bill with payment.	Allow 10 days from the mail date for payment to post.
Office-Lobby	Cash, Money Orders, Personal Checks  <small>(Please note we do not have the capability of processing credit/debit cards in our office as they are process via third-party merchant.</small>	Lancaster Utilities 104 E. Main St, Ste 105 Lancaster, OH	N/A	N/A	Personal checks are not accepted on a <i>Notice of Disconnection</i> AFTER the DUE DATE.	Hours: 8 a.m. – 3:55 p.m. Monday thru Friday, excluding Holidays

**Go paperless...register at <https://lancasteroh.authoritypay.com/>**

*(You will need your utility account number and CID number found on your most recent bill.)*

## **Need assistance paying my bill....**

*Funding is available to those meeting eligibility requirements, please see below...*

- **Fairfield County 211 Information & Referral** **2-1-1**
- **Fairfield County Jobs & Family Services** **(740) 652-7889**
- **Community Action** **(740) 653-4146**
- **Fairfield County Veteran Services** **(740) 652-7920**
- **State of OHIO, Home Energy Assistance Program** **(800) 282-0880**
- **Fairfield Metro Housing Authority** **(740) 653-6618**
- **Meals on Wheels** **(740) 681-5050**
- **Lutheran Social Services** **(740) 653-2012**
- **Fairfield County Child Protection Services** **(740) 652-7887**



**BANK ACCOUNT INFORMATION**

**(Bank, Savings and Loan, Credit Union)**

Financial Institution:

\_\_\_\_\_

Account Type:

\_\_\_\_\_ Savings

\_\_\_\_\_ Checking/Share Draft

Transit/ABA Number:

\_\_\_\_\_

(Usually the first 9 digits on the bottom of your check)

Bank Account Number:

\_\_\_\_\_

**OTHER PAYMENT OPTIONS -**

- **Phone:** (888) 592-6221 (you will need your account number and CID number)
- **Online:** [ci.lancaster.oh.us](http://ci.lancaster.oh.us) and select *Government, Utilities Collection, View or Pay My Bill*. You may also go to the Customer Portal at [lancasteroh.authoritypay.com/](http://lancasteroh.authoritypay.com/) (you will need your utility account number and CID number found on your bill)
- **Mail:** Lancaster Utilities, PO Box 1099, Lancaster, OH 43130.
- **Drop Box:** Located on the Broad Street side of City Hall collected at 7:00 AM each business day.
- **Lobby Hours:** 8:00 a.m.-3:55 p.m. 104 E. Main St, Ste 105 (1st Floor)

CUT HERE AND RETURN THIS PORTION WITH A VOIDED CHECK

**Automatic Bank Draft Option Questions**

**Question** - What is Automatic Bank Draft?

**Answer** - The Automatic Bank Draft is a method by which the City of Lancaster draws money from your bank account to pay your monthly utility bill. The payment is made automatically each month.

**Question** - When will Automatic Bank Draft take effect?

**Answer** - Once you sign up for the Automatic Bank Draft option, you will receive your bill each month as usual. Included on the bill will be a statement, "DO NOT PAY". We will debit your account on the due date of your bill. Please continue to pay until notification is made on your bill. Please allow us 30 days.

**Question** - Is there a charge for Automatic Bank Draft?

**Answer** - The City of Lancaster does not charge for this service, however, we suggest you check with your bank to see what their policy is.

**Question** - Can I cancel Automatic Bank Draft whenever I wish?

**Answer** - You can cancel Automatic Bank Draft by giving a 30 day prior written notice to the City of Lancaster.

**Question** - What if my account is with a Credit Union or Savings & Loan?

**Answer** - All financial institutions participate.

**Question** - How will I know how much my bill is?

**Answer** - You will continue to receive your utility bill via the method you have selected (mail or e-Bill notification).

**Question** - How can I be sure my bill has been paid?

**Answer** - Your utility bill payment will be clearly itemized on your bank's monthly account statement.

**Question** - Who do I call if I have more questions?

**Answer** - Call the Utilities Collection Office at 740-687-6627.

**Question** - How do I receive Paperless Bills? Go to:

<https://smartbillcorp.com/oa/frmLogin.aspx?ws=lancaster>

**City of Lancaster**

**Utilities Collection Office**

**Automatic Bank Draft  
Authorization Form**



Paying  
Your Bill  
by Mail  
or in  
Person

**RETURN FORM TO:**

**Lancaster Utilities Collection Office**

**P O Box 1099**

**Lancaster, OH 43130-0819**

**740-687-6627**

[utilities@ci.lancaster.oh.us](mailto:utilities@ci.lancaster.oh.us)

# Sign up for Automatic Bank Draft Today!

The City of Lancaster, Utilities Collection Office is providing an Automatic Bank Draft option to most of our customers. Customers have the ability to pay their monthly utility bill without writing checks, buying stamps, worrying about payments arriving on time through the mail, or making trips to our office or other payment locations. The Automatic Bank Draft option allows payment of customers' utility bill electronically through an automatic monthly debit to a designated customer checking or savings account.

There is no charge to customers who choose to participate. The only thing we require is a completed and signed authorization agreement with an attached voided check.

After we receive a signed Automatic Bank Draft Authorization form, we will begin the process of establishing the customer account on the Automatic Bank Draft option. This process takes about one month from the time we receive the authorization agreement as we must notify both the City's bank and the customer's bank and allow both banks time to make the arrangements with each other.

We will continue to send participants a utility bill showing the amount due that will automatically be withdrawn on the due date of the bill from their bank account.

**As a participant of the Automatic Bank Draft option, I agree to and/or understand all of the following:**

- Only customers who are current on their utility account are eligible to sign-up and remain on this program.
- It will take one month to establish this process. Until that time I am responsible to pay the bill directly to the City of Lancaster. When this process is setup, a message will appear on my bill notifying me as such.
- Authorize the City of Lancaster to debit my checking or savings account for all monthly charges for utility services. **NOTE: If your account becomes inactive, Automatic Payment STOPS. Final Bills will need to be paid by check, cash or money order.**
- Ensure that sufficient funds are in my checking or savings account to cover my bill.
- Two refused automatic fund transfers may cancel this agreement at the option of the City of Lancaster.
- Promptly notify the City of Lancaster of any changes to my checking or savings account. If a change occurs it is my responsibility to provide the City of Lancaster with the current account information.

## AUTOMATIC BANK DRAFT AUTHORIZATION

I hereby authorize the City of Lancaster to initiate debits (payments) to the financial institution indicated for the purpose of paying my monthly City of Lancaster utility bill. The financial institution is authorized to debit my account. This authority is to remain in full force and effect until either I revoke it by giving 30 days prior written notice to the City of Lancaster; it is canceled by the City under the conditions stated, or upon termination of my service with the City of Lancaster. I have also read and agree to the terms and conditions outlined.

Customer Signature:

\_\_\_\_\_

Date:

\_\_\_\_\_

Customer Name:

\_\_\_\_\_

(Please print)

Phone:

\_\_\_\_\_

City Utility Account Number:

\_\_\_\_\_

**PLEASE COMPLETE BOTH SIDES AND  
RETURN TO OUR OFFICE**

Go paperless by Registering and Signing Up at  
<https://lancasteroh.authoritypay.com/>

CUT HERE AND RETURN THIS PORTION WITH A VOIDED CHECK