

Level Billing Plan

The level-billing plan enables you to pay a fixed amount for utilities each month. Gas, water, wellhead, sewer, sanitation, landfill and stormwater services are included in the level-billing plan. Your account can be placed on the level plan July 1st through August 31st, provided your account balance is zero. The level-billing plan is based on your most recent eleven months usage and current rate for each service.

Once on the level-billing plan, your account is reviewed at six months to determine the impact of the usage and/or rate changes during the previous months of the level year. The level charge may be adjusted as a result of this review.



The June billing is the settlement bill. This bill includes the current charges and the difference between the actual charges and the level payments made over the past eleven months. The total of these charges are due on the settlement bill.

The new level year begins in July. Your level-billing plan will be reviewed again to establish a level charge for the new budget year.

In the event your level charge remains unpaid ten days after the due date, your account will return to regular billing and the total account balance will be due, including current charges, by the due date on the bill. Your account will remain on regular billing for the remainder of the level-billing year.



If you would like more information on the level-billing plan or would like to have your account placed on the plan, please call 740-687-6627.



UTILITIES COLLECTION OFFICE

104 EAST MAIN STREET
P.O. BOX 1099
LANCASTER, OH 43130-0819

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

Lobby Hours
(8:00 a.m. – 3:55 p.m.)

Monday thru Friday, Excluding Holidays

E-MAIL • utilities@ci.Lancaster.oh.us
WEB • www.ci.lancaster.oh.us

Register for Paperless Bills
<https://smartbillcorp.com/oa/frmLogin.aspx?ws=lancaster>



LANCASTER

UTILITIES COLLECTION
OFFICE

**LEVEL BILLING
PLAN**

Open Enrollment
*July 1st thru August 31st of
each year.*