



Lancaster Municipal Gas
1424 Campground Road
740-687-6670

Sanitation Department
743 S. Ewing Street
740-687-6660



Stormwater Department
121 E. Chestnut Street
740-681-5070

Division of Water
225 N. Memorial Drive
740-687-6638

Water Pollution Control
800 Lawrence Street
740-687-6664



**UTILITIES COLLECTION
OFFICE**

PAYMENT OPTIONS

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

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

LOBBY
(8:00 a.m. to 3:55 p.m.)
(Monday thru Friday Excluding Holidays)

E-MAIL • utilities@ci.Lancaster.oh.us

WEB • www.ci.lancaster.oh.us



In order to assure service is not disrupted, please pay a “NOTICE OF DISCONNECTION” on or before the due date.

ONLINE / BY PHONE

Customers may pay their bills online, enroll in our *automatic* bank draft option that is processed monthly in-house free of charge, or view account history by visiting the City website at ci.lancaster.oh.us and selecting *Utilities Online Account Management*. You may also log on at lancasteroh.authoritypay.com.

YOU MAY ALSO PAY BY TELEPHONE, 24 HOURS A DAY BY CALLING (888) 592-6221. We do not have the capability of processing credit/debit card payments in our office.

Upon electing to make a payment via the internet or telephone, customers will automatically be linked to NCR, a third-party payment processor for the City of Lancaster. A convenience fee of \$3.35 will be charged for all online and telephone credit/debit card payments. This fee is paid directly to NCR. The City of Lancaster Utilities Collection Office does not retain any portion of this fee.

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PLEASE NOTE: Some banks offer free on-line payment processing services to their customers. You may want to check on this option with your bank. **Important – your bank will mail our office a paper check so allow up to 10 days for processing. We do not recommend this form of payment on a Notice of Disconnection.**

MAIL

You may mail your utility bill using the return envelope provided or mailing to Lancaster Utilities, 104 E. Main St Ste 105, PO Box 1099, Lancaster, OH 43130.

IN PERSON

You may make your cash, money order or check payment directly to a Customer Service Representative at City Hall, 104 E. Main Street Monday through Friday 8:00 a.m. to 3:55 p.m., excluding Holidays. A phone is available at this location to allow credit/debit card payments by phone.

DROP BOX

You may put your utility payment in the drop box located on the Broad Street side of City Hall. The drop box is collected each business morning at 7:00 a.m. The City is not responsible for cash payments placed in this box.

DIRECT PAY

You may sign up for our *automatic* bank draft option for monthly debits at no charge to our customers. The *automatic* Bank Draft Authorization form can be found on our web site at www.ci.lancaster.oh.us by selecting the following tabs: *Departments, Utilities Collection, and Forms*.

Credit/Debit Card payments can only be accepted by phone or online at:

(888) 592-6221

or

**ci.lancaster.oh.us
lancasteroh.authoritypay.com**