

CITY OF LANCASTER UTILITY BILLING DEPARTMENT DISCONTINUE SERVICE OR TRANSFER SERVICE INFORMATION

DISCONTINUE SERVICE

When you discontinue service with The City of Lancaster, you will need to pay your current bill so you will not incur any penalties. Your current bill is not your final bill. We stay approximately four weeks behind in billing. If you discontinue service before the 25th of the month, your final bill will be the next month. For example, if you discontinue service on March 20th, your final bill will be April 1st. If you discontinue service on March 30th, your final bill will be May 1st. Your final bill will be deducted from your deposit. If your deposit is greater than the amount of your final bill, a check will be mailed to you for the remaining balance.

TRANSFER SERVICE

When you transfer service, you will need to pay your current bill so you will not incur any penalties. Your current bill is not your final bill for the location you are moving from. We stay approximately four weeks behind in billing. If you discontinue service before the 25th of the month, your final bill will be the next month. For example, if you transfer service on March 20th, your final bill for the location you are moving from will be April 1st. If you transfer service on March 30th, your final bill for the location you are moving from will be May 1st. You will have to live at the location you are moving to at least two weeks before you can be billed. It is possible to receive bills in the same month for the location you are moving from and the location you have moved to.

A relocation fee will need to be paid if you have lived at the location you are moving from for less than six months.

If you have any questions, please give our office a call at 283-9991. One of our staff members will be glad to assist you.