



**CITY OF LANCASTER**  
**Utility Services Department**  
PO Box 1149 - 216 South Catawba Street  
Lancaster, SC 29721  
[www.lancastercitysc.com](http://www.lancastercitysc.com)  
Phone: 803-283-9991    FAX: 803-283-9925

## **ESTABLISHING RESIDENTIAL SERVICE**

**In order to establish your utility account with the City of Lancaster, we need certain information and documentation as described below.**

- An application for utility services (water, sewer and garbage-inside city limit customers only) will need to be completed by the individual in whose name the account will be established in. This needs to be the same person who has leased/owns the dwelling.
- You may obtain a copy of our residential application in our office or online at [www.lancastercitysc.com](http://www.lancastercitysc.com). If you do not have access to internet, we will be glad to fax an application to you.
- Please provide a picture ID, proof of ownership for the dwelling or lease agreement and your proof of Social Security number.
- A \$60.00 deposit is required of which \$55.00 is applied to your final bill when you discontinue service. The remaining \$5.00 is a nonrefundable administrative fee. (We accept Visa or MasterCard – no fee).
- To insure same day establishment of your service, the application process should be completed before 4:00pm. Service applied for after 4:00pm will be established the following business day.
- Once your service has been established, we will provide you with billing information and payment options.

If you have any questions, please contact our Utility Services Department at 803-283-9991. Our e-mail address is [utilitybilling@lancastercitysc.com](mailto:utilitybilling@lancastercitysc.com). You may also visit our website at [www.lancastercitysc.com](http://www.lancastercitysc.com). If you have any questions concerning your garbage or you would like to participate in our recycling program, please contact our Solid Waste department at 803-286-8471.

*We welcome you as a new customer!*