



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

PLEASE TAKE TIME TO READ THE FOLLOWING IMPORTANT INFORMATION

**** If you are moving to a location Inside City Limits, your garbage container will be delivered within five (5) business days. ****

**** WE OFFER PAPERLESS BILLING – contact our office for information. ****

**The City of Lancaster Utility Services Department
welcomes you to our service.**

Office hours are 8:30 a.m. to 5:00 p.m. – Monday through Friday. **If you have an emergency after hours, please call our Public Works department at 803-285-9431. City staff will be dispatched to assist you. For more information, visit our website at www.lancastercitysc.com.**

BILLING AND PAYMENTS

Rates for water/sewer and garbage service are established annually by City Council in the adoption of the City of Lancaster's Fiscal Year Operating Budget. Minimum water and sewer charges apply for active accounts up to 3,000 gallons per month of consumption even if no water is consumed.

Our meters are read electronically. You must live at the service address for 15 days before you will be billed. Your meter should be read at approximately the same time each month. Your water and sewer charges are based on your meter readings. If you would like a copy of our rates, please contact our office or visit our website at www.lancastercitysc.com.

We have one billing cycle each month. Our bills are mailed on the last working day of each month or can be sent electronically. Payments can be made at our office, by mail, online at www.lancastercitysc.com or by phone. Online payments and payments by phone must be made with a Visa or Mastercard. There is a \$1.25 convenience fee for online payments. We have a drop box located beside our drive thru window for after hours payments (*no cash please*). Bank draft is also available. You can pick up a form at our office, complete the form on the back of your monthly bill or download an application from our website www.lancastercitysc.com. Please return the completed form to our office along with a voided check. Although you will continue to receive your bill each month, the draft date is the 10th of each month.

The City of Lancaster is **not responsible for mail delivery**. If you do not receive your bill by the 5th of the month, please contact our office (803-283-9991) and we will be glad to assist you.

A late charge of *ten percent (10%)* will be added to your bill if not paid by the 15th of each month. Payments must be received in our office, night depository, or postmarked by the 15th, to avoid the late charge. If your bill is not paid in full by the 25th of the month, an additional *\$25.00 delinquent fee* will be added and your service will be interrupted. In order to have your service restored, you will need to pay your bill in full. If you make your payment after 4:00 pm, your service will be turned on the next business day. ******If the 15th or 25th falls on a weekend or holiday, you will have until 5pm of the following business day to pay without the 10% late charge or \$25.00 delinquent fee being assessed.**

DISCONNECTION OR TRANSFER OF SERVICE

When you move from the location you have water service, it is *your responsibility to contact our office to request disconnection or transfer of your service*. If you are discontinuing service, you will need to complete a Discontinue Service form available in our office or online. We will need a clear copy of your picture ID when requesting disconnection. Until we are notified, you will remain responsible for any water usage at the location. Your deposit will be applied to your final bill. If you have a credit on your account after the deposit is applied, you will receive a check for this amount. Therefore, it is important that we have your most current mailing address on file.

If you are transferring from one location to another, you will need to come by our office. Please bring your rental agreement or proof of ownership for the location you are moving to and your picture ID. You will receive at least one more bill from the location you are moving from as we bill a month behind. For same day connection, please apply before 4:00 pm. Fees may apply.

ADJUSTMENTS

If you notice your bill is higher than normal, please check around your house to see if you may have a leak. If you rent, please contact the owner of your home. If a leak is found, you may be eligible for an adjustment on your account. You will need to bring a plumbers statement or a receipt for parts purchased to make the repairs. Please bring this information by our office before the 25th of the month. According to City policy you are eligible for leak adjustments for only two consecutive billing months per leak instance, no more than three (3) times during any twelve (12) month period. If you don't find a leak, please contact our office for further information.

POOL ADJUSTMENTS

If you fill up your pool, you may qualify for one (1) pool adjustment per year to the amount charged for sewer. There is a pool adjustment form that can be picked up from our office or accessed via our website. Please complete all information and we will determine if you qualify for an adjustment based on your meter readings.

SECOND METER

The City of Lancaster offers a second water meter to be used for filling pools, watering grass, washing cars, etc. You will be billed only if there is consumption on this meter. There is no sewer charge on the second meter. If you would like information regarding the cost and criteria to have a second water meter installed, please contact the Building, Planning and Zoning Office located inside City Hall or call 803-283-4253.

METER TAMPERING

City of Lancaster staff are the only authorized personnel to access our meters. Allowing anyone else to unlock or otherwise tamper with your meter is a City ordinance violation that could result in a five hundred dollar (\$500.00) fine.

GARBAGE

We provide garbage service for our customers that live *inside the city limits*. You will be billed monthly for this charge. Your garbage charge is included on the monthly utility bill along with water and sewer charges. Green containers shall be placed at the curbside no earlier than 7:00 PM on the evening prior to the designated collection day and shall be removed from the curbside by 7:00 PM on collection day. This is stated in our City Ordinance – Section 23-4. Failure to comply may result in a \$5.00 fine. Containers shall be stored at the side or back of your house when not at curbside for collection. Do not use your green container for tree limbs. Place tree limbs on your curb and they will be picked up. We ask that you wash your container out monthly. Thank you for keeping our City clean.

RECYCLE

The City of Lancaster is promoting our Recycling Program for customers inside city limits. If you choose not to participate in our Recycling Program, there is a monthly charge of \$2.00 per green container. Attached you will find a list of what is eligible to recycle and what is not eligible to recycle, along with a schedule of recycling pickups. Please place your blue recycling container at the curbside no earlier than 7:00 pm on the evening prior to the designated collection day and remove by 7:00 pm on collection day. If you have any questions concerning Garbage/Recycling, please call our Solid Waste Department at 803-286-8471.