



**CITY OF LANCASTER  
UTILITY SERVICES DEPARTMENT**

Phone 803-283-9991

Fax 803-283-9925

[utility@lancastercitysc.com](mailto:utility@lancastercitysc.com)

**REQUEST TO DISCONTINUE SERVICE**

ACCOUNT NUMBER

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NAME ON ACCOUNT

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DATE TO DISCONTINUE SERVICE

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DISCONTINUE SERVICE ADDRESS

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MAIL FINAL BILL TO

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DAYTIME PHONE # \_\_\_\_\_

EVENING PHONE # \_\_\_\_\_

*I UNDERSTAND THAT I WILL RECEIVE A FINAL BILL FOR WATER AND SEWER USAGE UP TO THE DISCONNECTION DATE INDICATED ABOVE. I AGREE TO PAY FOR THE SERVICES UP TO THE DISCONNECTION DATE IN A TIMELY AND PROMPT MANNER. BY SIGNING THIS DISCONTINUATION OF SERVICE APPLICATION, I CERTIFY THAT ALL INFORMATION PROVIDED IS TRUE AND CORRECT.*

*IN ADDITION TO OTHER AVAILABLE REMEDIES, THE CITY OF LANCASTER HAS THE RIGHT PURSUANT TO THE SOUTH CAROLINA SETOFF DEBT COLLECTION ACT TO COLLECT ANY SUM DUE AND OWED BY THE CUSTOMER THROUGH OFFSET OF THE CUSTOMER'S STATE TAX REFUND. ANY COSTS ASSOCIATED WITH COLLECTION WILL BE ASSESSED UPON THE CUSTOMER .*

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
DATE

\_\_\_\_\_  
NAME - PLEASE PRINT

PICTURE ID

**FOR OFFICE USE ONLY**

DATE OF FINAL BILL \_\_\_\_\_

DATE \_\_\_\_\_

CLERK \_\_\_\_\_



**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

## **DISCONNECTION OR TRANSFER OF SERVICE**

When you move from the current location where 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. You can come by our office to complete the form or you may go to our website ([www.lancastercitysc.com](http://www.lancastercitysc.com)) to print a discontinue service form (you can find this form by clicking on the Service tab on home page – water tab – applications and forms tab). You may bring the completed Discontinue Service form by our office or fax the form to 803-283-9925 or e-mail to [utility@lancastercitysc.com](mailto:utility@lancastercitysc.com). We require a clear copy of your picture ID. Please note if you do not pay your current balance by the due date, penalties will be added to your bill.

Once your service has been discontinued, 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. You should receive your check within ten days after you receive your final bill. Please provide us with a correct mailing address to ensure you receive your refund check.

***If you are transferring service from one location to another,*** you will need to come in our office and complete a Transfer form or you may go to our website ([www.lancastercitysc.com](http://www.lancastercitysc.com)) to print a transfer service form (you can find this form by clicking on the Service tab on home page – water tab – applications and forms tab). Please provide your lease agreement or proof of ownership for the location you are moving to along with your picture ID. At this time, you will also need to provide us with a date you would like the water disconnected at the location you are moving from. If you are transferring service after the 15<sup>th</sup> of the month, you will be required to pay your outstanding balance. Since we stay behind in billing, you will receive at least one more bill from the location you are moving from. *Please note it is possible to receive bills in the same month for the location you are moving from and for the location you are moving to.* For same day connection at the new location, please come before 4:00 pm. Fees may apply.

***If you would like your service discontinued or transferred, we must receive your request by 4:00pm for same day disconnection or transfer of service.***