



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

Phone: 803-283-2489, Option 1

## **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. 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).
- A picture ID
- Proof of ownership for the dwelling or lease agreement
- A \$105.00 deposit is required of which \$100.00 is applied to your final bill when you discontinue service. The remaining \$5.00 is a non-refundable administrative fee. (We accept Visa, Mastercard, Discover or American Express – no fee)

Service will be turned on 24-48 hours from the date of application.

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 Service Department at 803-283-2489, Option 1. Our email address is [utilitybilling@lancastercitysc.com](mailto:utilitybilling@lancastercitysc.com). You may also visit our website at [www.lancastercitysc.com](http://www.lancastercitysc.com).

*We welcome you as a new customer!*