

Amherst Utilities Department

Frequently Asked Questions

Q: How much does it cost to open a new account?

A: The city requires a security deposit for rental units at the time of sign up of service. This deposit will vary depending on which utilities will be used.

Q: What do I do to start service?

A: We require you to come to the office at 480 Park Avenue to sign up for services at least three (3) days prior to service date.

Q: How soon can I get my water turned on?

A: Once notification for service is filled out, we can turn the service on the next business day. If the water is turned off, we will need access to the meter to turn water on during our meter crew's business hours. (7:00 am to 3:00 pm, Monday through Friday)

Q: Is there a minimum water and sewer charge?

A: Yes, the minimum charge for water is \$5.85 per month and the minimum charge for sewer is \$25.00 per month

Q: How long do you hold the security deposit?

A: The security deposit is held until you move out. When the final bill is processed, we apply the deposit toward your final bill. If this results in a credit, we will issue a check and mail it to your new address.

Q: How do I terminate my service?

A: To terminate service you can call or come into our office at least 24 hours prior to the final date you request. We will schedule a date and time, if necessary, for access to the meter to retrieve a final reading. We will also need a forwarding address to send your final bill. The new owner or landlord will need to contact our office regarding new service or the utilities will be disconnected.