

We are excited to announce, our new web page is now up and running and provides improved access and security. It also has new features, including the ability to:

- Schedule payments
- View your bill online (just like the printed version)
- Set up payment reminders
- Pay by text

To use the new online system you must create a new account, even if you had one with the old system. (Please note, if you previously had an automatic payment set up using a debit or credit card, you will also need to create a new account.) To set up your new account, visit ci.lacey.wa.us/PayOnline and follow the link on the page.

Please note: The City of Lacey takes our role of safeguarding your personal information seriously. However, there are inherent risks when using any online payment system. We have taken precautionary steps to minimize the risks and will continue working hard to keep your personal information as secure as possible.

To register:

On Desktop:

When you get to the landing page, please do not attempt to sign in, please click on the Register Now button. You must have your City of Lacey account number available.

Pay or View Bills

Pay online with One Time Pay, no registration required.

Pay Now

Create an account to be able to use extended features.

Register Now

The City of Lacey is excited to offer residents an easy and convenient method to view and pay their utility bills and make donations online.

VISA Mastercard G Pay SECURECHECK



[← Return to previous page](#)

Please Locate Your Account

Utility Billing

Search our files for your invoices using the fields below. Required fields are marked with a *.
Need help finding your invoice?

Account Number *

Last Name *

[Search Invoices](#)

Need Help?

You may reach us at (360) 491-5616.
You may email your questions to
Utilitybilling@ci.lacey.wa.us.

[Email Us](#)

Enter in your account number, including the dash and the last name that appears on the statements.

(Please note if this is a company, you would type in the company name as it appears on the statements)

The screenshot shows the City of Lacey website's search results page. At the top left is the City of Lacey logo. To the right are links for "Sign In" and "Contact Us". Below the logo is a "Return to previous page" link and a "Search Results" heading. A message states: "Please review your results below and select invoices to Pay. Click here if you would like to search again." Below this is a table with columns: Select, Account #, Owner, Due Date, Bill Total, and Balance Due. The table contains three rows of invoice data. To the right of the table are links for "View Invoice", "Related Invoices", and "Remind Me" for each row. At the bottom of the table area are two buttons: "Add selected invoices to your cart" and "Register Customer". On the right side of the page, there is a "Need Help?" section with contact information and an "Email Us" button. At the bottom of the page, it says "Powered by InvoiceCloud" and "Trustwave Secure Site".

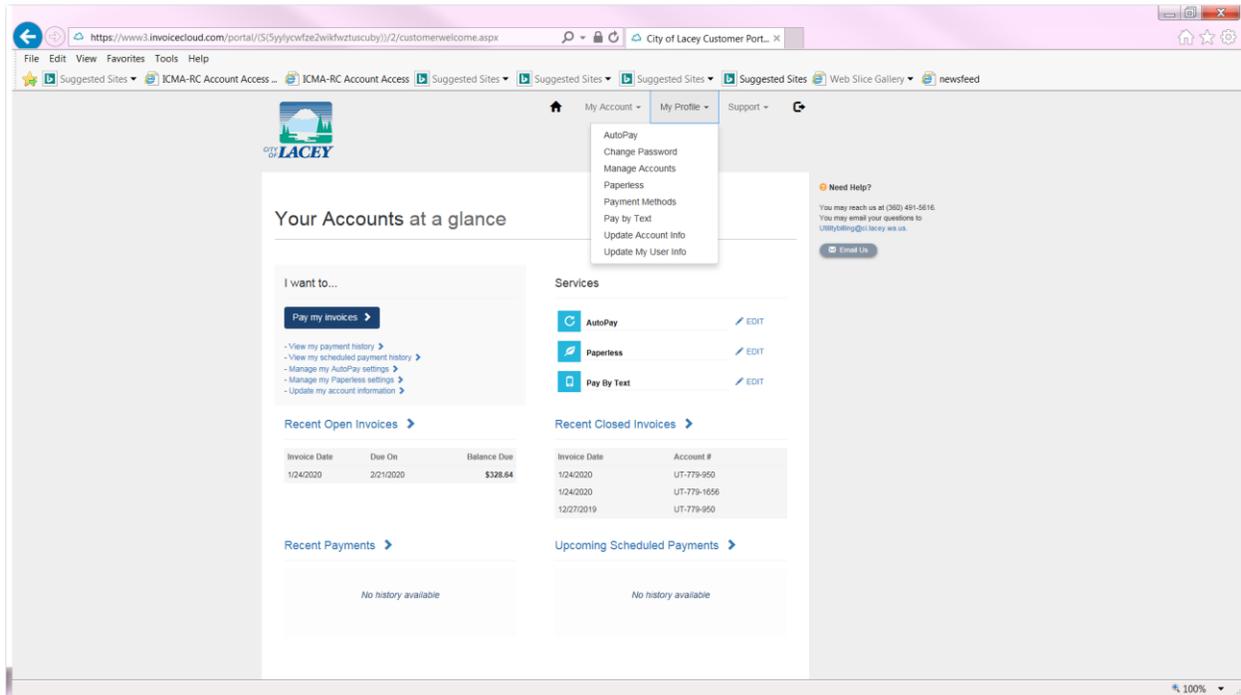
Select	Account #	Owner	Due Date	Bill Total	Balance Due
<input type="checkbox"/>	779-1656	CITY OF LACEY	12/29/2019	\$0.00	\$0.00
<input type="checkbox"/>	779-1656	CITY OF LACEY	1/17/2020	\$0.00	\$0.00
<input type="checkbox"/>	779-1656	CITY OF LACEY	2/21/2020	\$855.15	\$855.15

This will take you to a page where your account should show, select your account and then click on the register customer at the bottom of the page.

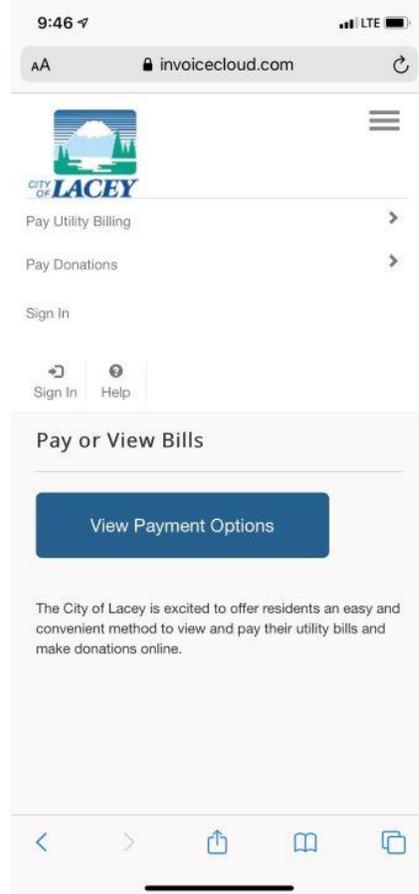
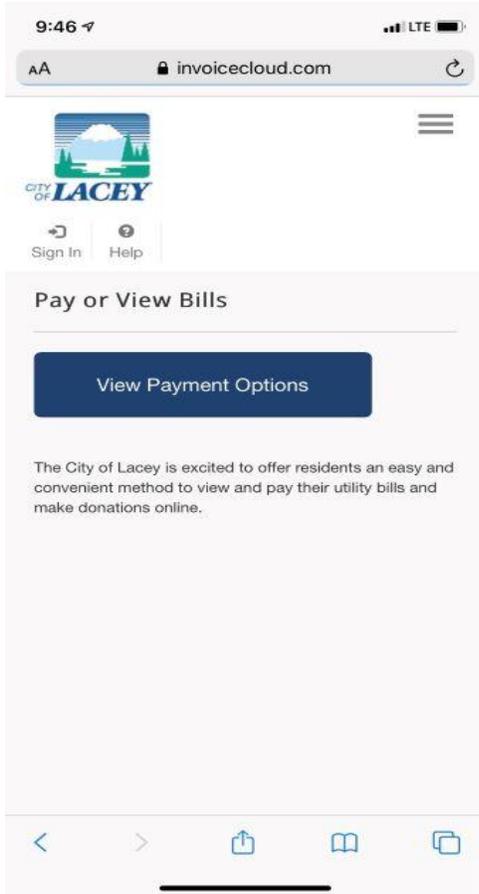
The screenshot shows the City of Lacey website's registration page. At the top left is a "Return to previous page" link and a "Register" heading. A message states: "Please fill out this form to complete your registration. All required fields are marked with a *." Below this is a form with several fields: "Account Number" (pre-filled with "UT-779-1656"), "Email Address", "Confirm Email Address", "Create Password", "Confirm Password", and "Secure Code". Below the form is the "FOYDF" logo. A checkbox is checked with the text "I would like to sign up for Paperless". At the bottom, there is a disclaimer: "I understand that at any time, I can print out my bill and/or decide to receive paper bills by editing my online profile. Please select the Invoice Types on the right you wish to go Paperless for." and "In order to complete your enrollment, you must verify receipt of the Paperless Registration Information email which will be sent to your email address on record for each Invoice Type selected." At the very bottom, it says "Registrant hereby acknowledges that he or she is the valid, authorized signatory for this account with full responsibility for decisions related to this account. Click to view Terms and Conditions". On the right side of the page, there is a "Need Help?" section with contact information and an "Email Us" button.

You will be brought to this screen to register. Once that is done, you can sign in and set up auto pay, recurring payments, notifications, etc.

At the top of the page, you can click on my profile and the auto pay and payment methods are listed.

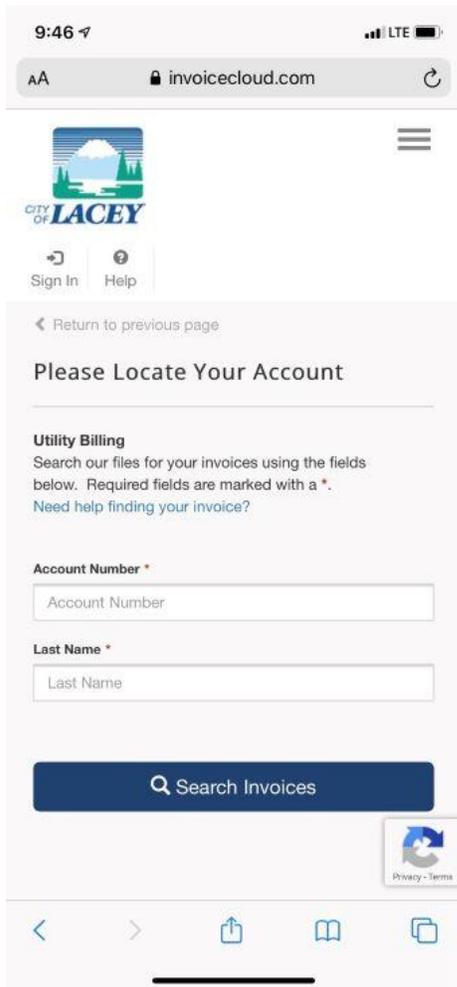


On mobile Device:



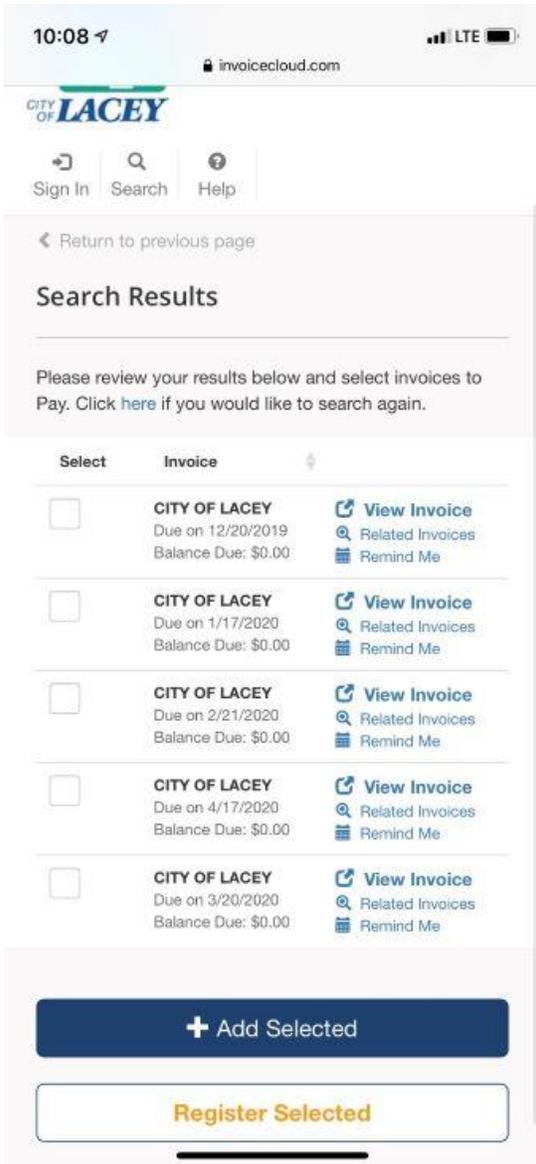
1) Click the blue button that says view payment options.

A drop down menu will appear, click Pay Utility Billing



Type in the account number with the dash and the last name that appears on the statement

(Please note if this is a company you'd type the company name as it appears on your statement)



Select an invoice and click register selected.