

## WAYS TO PAY YOUR BILL

The City of Lacey offers several payment options:

- Online at [www.ci.lacey.wa.us](http://www.ci.lacey.wa.us), online services
- Credit/debit card payments by phone (360) 491-5616, you will need your account number.
- Automatic withdraw from your bank account or a credit card, sign up on our website at [www.ci.lacey.wa.us](http://www.ci.lacey.wa.us)
- By mail to: PO Box 34210, Seattle, WA. 98124-1210
- In person at 420 College St SE, Lacey or for after hours payments in our drop box located in the parking lot of Lacey City Hall. **The City will not be responsible for cash payments left in the drop box.**

Please make sure to include the return portion of your statement, and your account number on your check to insure proper credit of your account.

When mailing your payment please consider the time it may take to be received and credited to your account. Mail it well in advance of the due date. We do not use postmarks. Do not include any written correspondence with payments made to our post office box. Please direct all written correspondences to 420 College St SE, Lacey, WA. 98503.

Payment of delinquent accounts must be made **IN PERSON** at Lacey City Hall, 420 College St SE, to avoid disruption of service.

## OFFICE BUSINESS HOURS

Our office hours are 8am to 5pm, Monday thru Friday, except Holidays. Please direct inquiries to (360) 491-5616 during office hours only or email us at [Utilitybilling@ci.lacey.wa.us](mailto:Utilitybilling@ci.lacey.wa.us). The after-hours emergency telephone number is (360) 704-2740. The City will **NOT** reconnect water service for payments made after 3pm or on weekends.

## TERMINATION OF UTILITY SERVICE

You may have your water meter disconnected by the City during times of lengthy absence. Call us to set this up. You will need to call to reinstate your service one business day prior to your return. For absences less than 6 weeks a \$15.00 charge may apply.

If you are a renter, your landlord may receive copies of any delinquency notices sent to you.

## DISCONNECTION

Termination will result from failure to pay any past due amount by the specified date. In the event of termination, payment of the account balance and all service charges will be required prior to reconnection. Payments must be made in person with cash or on the phone with Visa/Mastercard credit or debit card. If payment is made on the phone for a disconnection, you will need to call our office phone for a restore. Checks will not be accepted under any circumstances.

Tampering with a water meter, valve or any utility mechanism is a misdemeanor. Damage caused by such action will be charged to the account and may result in legal action.

## DISCOUNTS FOR LOW INCOME SENIOR CITIZENS AND DISABLED CUSTOMERS

State law allows certain exemptions or discounts to be granted to low income senior citizens and disabled citizens. In Lacey, the discount is 50% of the customer's utility bill, including water, sewer and stormwater. The discount for eligible customers is based on 50% below the median income for Thurston County provided by the Housing Authority of Thurston County. If you think you may be eligible, please call for an application, or download the form at our website at [www.ci.lacey.wa.us](http://www.ci.lacey.wa.us).

## LATE PENALTIES

All bills that are unpaid after the due date are assessed a 7.5% penalty of the balance owed. If the balance is not paid within 10 days of the due date, a final disconnection notice will be sent and a fee of \$15.00 will be assessed. If the bill is not paid within 7 days following the disconnection notice, the water will be disconnected, and a disconnection charge of \$40 will be assessed. **Penalty charges will not be waived if payment arrangements are granted or a customer does not receive a bill.**

A \$30 fee will be charged for any NSF check or bank draft. If you pay with a check to keep your water from disconnection and it comes back NSF, your water will be disconnected immediately without notice.

## WHO TO CALL

If you have questions related to your bill, water usage, temporary water shut off requests, to sign up or change service or for water leaks, please call Utility Billing at (360) 491-5616. You must have your account number when calling.

If you have questions about water pressure, clogged storm drains, wastewater emergencies, STEP alarms, streetlight or traffic signal maintenance or for neighborhood water outages, please call Public Works at (360) 491-5644.