



Dear City of Lacey Utility Customer,

The City of Lacey takes our role of safeguarding your personal information seriously. However, we regret to inform you that the City of Lacey's online utility bill payment system was the target of a data breach. Some personal information you provided while paying a water bill on the City's online payment system may have been affected.

What Happened

We recently learned that unauthorized individuals or entities installed malicious code on the portal we use to host the utility bill payment system. We believe the malware compromised the payment card data of visitors who made payments through the online payment system from August to October 2019.

What We Are Doing

As soon as we discovered the incident, we shut down the online utility bill payment system to protect our customers' information. The City is working with an outside security firm to test the system, and we are working with law enforcement to respond to this incident.

What You Can Do

To protect your personal information, we recommend you notify your debit/credit card company and monitor activity on the account associated with our online payment system. In addition, we suggest you follow your financial institution's advice regarding what measures to take concerning your credit card account.

You may also want to request that all three credit bureaus send you a free credit report for your review. Even if you do not find suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you check your credit reports periodically. Thieves may hold stolen information to use at different times; checking your credit reports from time to time can help you spot problems and address them quickly.

- **Equifax** Equifax.com or 1-800-525-6285
- **Experian** Experian.com or 1-888-397-3742
- **TransUnion** Transunion.com or 1-800-680-7289

Payment Options

While the online system is down, you can make your utility payment by:

- **Phone** (360) 491-5616, 24 hours a day, 7 days a week
- **Drop Box** City of Lacey, 420 College St SE
- **Mail** City of Lacey, PO Box 34210, Seattle, WA 98124-1210

Research into the case is ongoing and we will continue to work diligently to resolve the situation. However, if you have any questions, please feel free to contact the City of Lacey Utility Department at **(360) 491-5616** or **UtilityBilling@ci.lacey.wa.us**.

We value our relationship and sincerely regret any inconvenience or concern this incident may cause.