



City of Lacey Utility Department

We are excited to announce, our new online utility bill 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 and re-link payment information.)**

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:

When you get to the landing page on your first visit, please do not attempt to sign in – please click on the Utility Billing button.

The screenshot shows the City of Lacey Utility Billing web page. At the top left is the City of Lacey logo. To the right are links for 'Sign In' and 'Contact Us'. The main heading is 'Pay or View Bills'. Below this, it says 'Please select an item below to get started.' There are two buttons: 'Utility Billing' and 'Donations'. To the right, there is a 'Need Help?' section with contact information and an 'Email Us' button. Below the buttons, there is a paragraph: '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.' There are three columns of text: 'Fast and Easy' (No registration is required for "One Time Pay," the fastest way to pay online and confirm payment.), 'Safe and Secure' (Your information is kept confidential, secure, and backed by the highest security standards.), and 'Eco-Friendly' (Paying online reduces paper use and is an easy way to help the environment.). At the bottom, it says 'Powered by InvoiceCloud' and 'Trustwave Secure Site'.

You must have your City of Lacey account number available. Enter in your account number, including the dash, and the secure code (the letters shown at the bottom of the screen).

City of LACEY

Sign In Contact Us

< 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 *
Account Number

Secure Code *
Secure Code

FBMS

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

Powered by InvoiceCloud | Privacy Policy | Trustwave Secure Site

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.

City of LACEY

Sign In Contact Us

< Return to previous page

Search Results

Please review your results below and select invoices to Pay. Click here if you would like to search again.

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

[+ Add selected invoices to your cart](#) | [Register Customer](#)

Powered by InvoiceCloud | Privacy Policy | Trustwave Secure Site

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.

The screenshot shows a web registration page titled "Register". At the top left, there is a link to "Return to previous page". The main heading is "Register". Below the heading, a note states: "Please fill out this form to complete your registration. All required fields are marked with a *." and a link to "Click here for information on linking accounts together." The form contains several input fields: "Account Number *" with the value "UT-779-1656"; "Email Address *" and "Confirm Email Address *" fields; "Create Password *" and "Confirm Password *" fields; and a "Secure Code *" field. Below these fields is the "PSYDF" logo. A checkbox is checked with the text "I would like to sign up for Paperless". At the bottom of the form, 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." with a checked "Utility" option. Below this, it says: "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, a legal disclaimer states: "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" with a link icon.

If you have questions or need assistance, feel free to contact our Utility Billing Department at (360) 491-5616 or utilitybilling@ci.lacey.wa.us.