

ANNOUNCEMENT

The City of Lacey is always looking for new opportunities to improve processes and streamline systems that benefit you. We are excited to announce our new payment portal, **Paymentus!** Paymentus will be available to customers as early as December 19th.

Our new Paymentus Payment Portal is the perfect way to:

- Review all currently open bills
- Review paperless bills
- Review your bill history (up to 24 months)
- Receive notifications of new bills and confirmation of payments
- Establish security questions and answers to your account for increased security

Also available with e-check (EFT) or credit card:

- Make one-time payments without logging in
- Make full or partial payments on invoices
- Schedule a payment for a future date
- Establish auto payments (recurring payments)
- Make donations to the Community Action Council or the Lacey Food Bank

We encourage you to take a moment to establish your personal web portal and take advantage of this efficient and cost-saving way of working together. We are proud to offer this technology in order to provide customers with the best service and value available!

To access the portal:

1. Visit our site: <https://ipn.paymentus.com/cp/lace>
2. Or visit our web site: <https://cityoflacey.org/utility-billing>
3. Select "Register Now" in the Login section

Important Notice: We will be saying goodbye to Invoice Cloud, our current payment portal, at the end of December. If you have been using Invoice Cloud services, particularly auto pay, please be aware that those services will no longer function in Invoice Cloud after December. To enjoy auto pay without interruption, please sign up with Paymentus no later than Wednesday, January 18th. If you miss that date, please make the January payment via the "Pay Bill" in your account or the "One-Time Payment" option.

Happy Holidays!