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November 15, 2019

Via Email (securitybreach@atg.wa.gov)

Attorney General Bob Ferguson
Office of the Washington Attorney General
Consumer Protection Division
800 5th Ave., Suite 2000
Seattle, WA 98104

Dear Attorney General Ferguson:

To satisfy the provisions of RCW 19.255.010, please accept this email as notice of a data breach within the City of Lacey's utility billing website payment system.

The first indication of the breach was October 24. The website payment portal was shut down immediately upon discovery on October 24. The investigation is ongoing, but at this point City's vendor indicated the breach occurred between the dates of August 27 through October 28.

The City has notified the potentially impacted customers by email, website, and social media. The City's notification is also attached. The City began the notification process on November 4 prior to the vendor's notification of the breach.

The number of impacted parties is unknown. The City of Lacey had 15,440 email addresses on record, but the number of impacted parties is believed to be lower. The total email addresses includes a number of email addresses of past customers and inactive accounts.

The investigation is ongoing and the City is cooperating with law enforcement.

If you have any questions or if the City is required to take further information, please let me know.

Regards,

Troy Woo, Finance Director





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.