



# CITY OF LACEY UTILITY BILLING PAYMENT PLAN

## Frequently Asked Questions (FAQs)

### 1. How do I qualify for a payment plan?

*You must only have past due billings.*

### 2. When do I need to turn in my payment plan form?

*By December 31, 2021 to avoid disconnection processes.*

### 3. What if I have an electronic signature, but it isn't DocuSign?

*DocuSign is the only electronic signature being accepted. If this option is not available to you, you must provide a handwritten signature, but the form can be scanned and emailed to us.*

### 4. What if I forgot to sign my form.

*Forms that do not have a DocuSign or handwritten signature will be returned without processing.*

### 5. Can I cancel my payment plan?

*Yes, but please be aware that doing so will result in any unpaid balances to be due immediately.*

### 6. Can I prepay my payment plan?

*Yes, if you are paying in full.*

### 7. Can I add or change my payment plan later?

*No, payment plans cannot be changed once they are established.*

### 8. Can my payment plan be for a specific monthly amount?

*No, payment plans must be 24 months in length.*

### 9. Can I have a shorter payment plan, i.e. less than 24 months?

*No, payment plans must be 24 months in length*

### 10. What if I can't make a payment on time?

*Payment plans require your account to remain in good standing for the duration of the plan. Late or missed payments may result in cancellation of the payment plan, which would cause the unpaid balance of the plan to be due immediately and in full and the past due balance becomes eligible for disconnection processes to resume.*