



## **News Release**

### **CITY OF MOUNTLAKE TERRACE**

6100 219<sup>TH</sup> STREET SW, SUITE 200  
MOUNTLAKE TERRACE, WASHINGTON 98043

**FOR MORE INFORMATION CONTACT:**

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**FOR IMMEDIATE RELEASE:**

March 16, 2021

## **City Utility Billing Vendor and Payment Update**

*MLT customer information not breached*

MOUNTLAKE TERRACE — The City of Mountlake Terrace has received some new information about the February data breach of its utility billing vendor, Automatic Funds Transfer Services (AFTS).

AFTS has notified the city that after further discovery and investigation, none of the Mountlake Terrace customer information was breached and the company is making progress to get their services back online. AFTS announced that nearly all of the breach occurred in their real estate loan servicing business unit. AFTS noted that, “while not great news for the approximate 7,500 accounts we have in this business unit, it is good news for lockbox, statement and other clients and customers that do not appear to be impacted by the exfiltration efforts of the attackers.”

The community’s patience is very much appreciated during this challenging time as the city has been working to gain more information from AFTS to respond to questions and take manual payments since the AFTS system is not fully functional. In response, the city has added a new temporary online payment option that is now live on the city’s website.

In the meantime, AFTS is printing and mailing the city's utility bills and the city has three ways you can pay: 1) Mail to the city's mailing address, PO BOX 72, Mountlake Terrace, WA 98043; 2) Submit payment in the payment drop box outside of Interim City Hall at 6100 219<sup>th</sup> Street SW (see photo); or 3) Utilize the new temporary online payment option the city has secured with another of our vendors, CardConnect.

A link to the CardPoint payment service option is now available at [www.cityofmlt.com/167](http://www.cityofmlt.com/167). Customers will need their account information available as CardPoint is merely an online payment portal and does not have your account information to view.

If you already use bill pay with your bank, please confirm the mailing address is PO BOX 72, Mountlake Terrace, WA 98043.

It is important to know that our bills look a little different right now because the city is currently processing them in-house instead of through AFTS (see sample bill). Our billing system arranges the account information differently than the vendor's system which causes it to look different than usual. We ask you to mail checks to PO BOX 72 because the city is processing your payments instead of AFTS that has a Seattle address you may be accustomed to. These changes are temporary until all services are restored.

For more information, visit the city's website at [www.cityofmlt.com/162](http://www.cityofmlt.com/162), email [utilitybilling@mltwa.gov](mailto:utilitybilling@mltwa.gov) or call (425) 744-6214.

###



Utility Payment Drop Box



City of Mountlake Terrace  
 6100 219<sup>th</sup> St SW, Ste 200  
 Mountlake Terrace, WA 98043 911

EMERGENCY  
 AFTER HOURS:

**Utility Bill**  
 CUSTOMER COPY

Call: 425-744-6214  
 Email: [utilitybilling@mltwa.gov](mailto:utilitybilling@mltwa.gov)

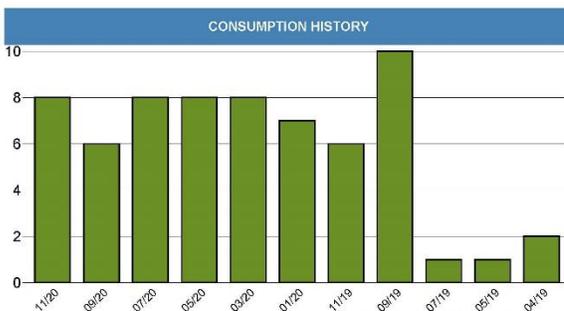
CUSTOMER NAME	CUSTOMER NO.	PARCEL ID	SERVICE LOCATION
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

BILL NUMBER	BILL DATE	ACCOUNT #	ACCOUNT TYPE	DUE DATE
[REDACTED]	02/05/2021	[REDACTED]	SINGLE FAMILY RESIDENTIAL	03/07/2021

DESCRIPTION	METER NUMBER	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	RATE	CHARGE AMOUNT
WATER RESIDENTIAL-FLAT 058 METER			11/24/2020	01/26/2021					\$40.56
WATER RESIDENTIAL-CONSUMPTION 58	1800202529	A	11/24/2020	01/26/2021	65	73	8	STND RTCD	\$44.77
STORMWATER FLAT			11/24/2020	01/26/2021					\$47.53
SEWER RESIDENTIAL-FLAT			11/24/2020	01/26/2021					\$61.58
SEWER RESIDENTIAL-USAGE			11/24/2020	01/26/2021					\$34.49

See back of bill for payment options and more information.

To avoid Late Penalties, ensure payment is received at City Hall no later than the Pay-By date located at the top of your bill. Questions about your bill? Email us at [utilitybilling@mltwa.gov](mailto:utilitybilling@mltwa.gov) or call our office at 425-744-6214



Previous Balance	\$214.72
Total Current Billing	\$228.93
Discount	\$0.00
Less Payments Received	\$443.65
Penalties	\$0.00
<b>Total Amount Due</b>	<b>\$0.00</b>



City of Mountlake Terrace  
 6100 219<sup>th</sup> St SW, Ste 200  
 Mountlake Terrace, WA 98043 911

EMERGENCY  
 AFTER HOURS:

**Utility Bill**  
 REMIT PORTION

SERVICE LOCATION	BILL NUMBER	CUSTOMER #	ACCOUNT #	DUE DATE	TOTAL DUE
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	03/07/2021	\$0.00

[REDACTED]  
 MOUNTLAKE TERRACE, WA 98043

MAKE CHECKS PAYABLE AND REMIT TO:  
 Mountlake Terrace  
 PO Box 72  
 Mountlake Terrace, WA 98043



*Sample Utility Bill*