

The Town of Blacksburg does offer customers the ability to access their accounts online. Online accounts allow customers to make payments, view their billing history, sign up for auto-pay using e-checks or credit/debit cards, and view their usage history.

In order to sign up for this service, you must wait until you receive your first paper statement. On this statement, you will find all of the information you need to access your online account. Your user ID is your account number, including the dash, and your PIN is located on Page 1 of the billing statement, about halfway down the page. You will see a heading that says “Click2Gov Internet PIN#.” and directly across from it is the 10 digit number you will need. This does look as though it is part of the billing summary, so it can be a little difficult to see at first glance.

All original billing statements will have the PIN printed on them until the account holder changes the PIN. Electronic notifications do not have PIN#s listed on them.

If you have signed up for utility services, and requested e-notifications, your first bill will come to you as both an e-mail and a paper statement. Please look for this paper statement in order to sign up for online services.

If you do not know your PIN, and do not have a billing statement, please contact us for further assistance with this matter.

Included are specific instructions designed to help you access your account online. Please contact us if you need further assistance or run into any issues during the set-up process! We can be reached by phone at (540) 961-1119, or email: tobc2g@blacksburg.gov

Thank you,

Michelle Rowe & Leslie Sisson
Utility Billing Account Technicians

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UTILITY BILLING STATEMENT

300 South Main Street
P. O. Box 90003
Blacksburg, VA 24062-9003
540/961-1119
Email: UTBilling@Blacksburg.gov

User ID	12345 - 567	4/01/15	\$	34.33
ACCOUNT NUMBER		DUE DATE		AMOUNT DUE
300 South Main Street		01-02		3/07/15
SERVICE ADDRESS		CYCLE		BILL DATE

DUE DATE applies to current charges. "Balance Forward" amounts are past due & subject to immediate termination of service.

Service	Days	Meter Number	Mult	Units	Current	Previous	Usage
WA 2/02/15 3/02/15	28	AB0214	1.000	HGAL	1259	1259	0
Service	Consumption		Charge				Total
WA Fixed charge			3.05				3.05
SW Fixed charge			3.08				3.08
WM Trash Fee	2/02/15	3/02/15	22.20				22.20
ST STORMWATER FEE	2/02/15	3/02/15	6.00				6.00
Total Current Charges							34.33
Bal Fwd/Adj/Penalty							.00
Total Amount Due							34.33
Pay		37.76	After 4/01/15				

This is a Sample Billing Statement

Click2Gov Internet PIN#:

PIN:	0000224231
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Payments are due on or before the Due Date. A 10% penalty will be applied if payments are not received.

Payments returned by your bank or financial institution may be charged a \$35.00 return fee in addition to the original transaction amount.

Refuse and Recycling Information Line 961-1894. Available 24 Hours a day, 7 days a week.	Click2Gov - Our Online Account Program at www.blacksburg.gov . Select the MAKE A PAYMENT button on the home page: Make account inquiries or manual payments with e-check, MC, Visa or Discover (online only) or enroll in Auto-Pay for automatic payments to be made on the due date.	E-Notification - sign up to receive your Utility Statement online.
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www.blacksburg.gov

Make checks payable to "Town of Blacksburg"

See back of bill for more information

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300 South Main Street
P. O. Box 90003
Blacksburg, VA 24062-9003
540/961-1119
Email: UTBilling@Blacksburg.gov

12345 - 567	4/01/15	\$	34.33
ACCOUNT NUMBER	DUE DATE		AMOUNT DUE
A 10% penalty will be applied if payments are not received on or before the due date.			
300 South Main Street		01-02	3/07/15
SERVICE ADDRESS		CYCLE	BILL DATE

Total Current Charges 34.33
Bal Fwd/Adj/Penalty .00
Total Amount Due 34.33

Round Up For Bikeway
Total Amount Enclosed

511

Town of Blacksburg
300 S Main St
Blacksburg, VA 24060

Signature

Card Number

Expiration Date

To Access your Online Account:

Log onto the Town's website: www.blacksburg.gov

Once you have accessed the site, you will see the option to “Make A Payment” on the lower right hand side of the page. The green button you need to select is the second to last option.

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In the Spotlight

FY2015/16 Recommended Operating Budget

The FY2015/16 Recommended Operating Budget was presented to Town Council on March 10. A public hearing on the budget and proposed tax increase will be held at the Town Council meeting, April 14, 7:30 p.m., Roger E. Hedgepeth Chambers, Blacksburg Municipal Building, 300 S. Main St.

Recommended Operating Budget FY2015/16 (3.1mb pdf).

MEETINGS & EVENTS RSS

- 3/23/2015 - 3/27/2015
 - Spring Cleanup Northeast Quadrant
- 3/28/2015 9:00 AM - 1:00 PM
 - SEEDS Family Saturday
- 3/30/2015 - 4/3/2015
 - Spring Cleanup Northwest Quadrant
- 4/2/2015 7:00 PM - 9:00 PM
 - Alexander Black House Old Time Jam
- 4/4/2015 8:00 AM - 12:00 PM
 - Leaf Giveaway

LATEST NEWS RSS

- 3/24/2015
 - CLIP 15-0004: Drive-through restaurant with external speaker 1200 S. Main St.
- 3/20/2015
 - Grissom Lane road closure
- 3/19/2015
 - Major road changes ahead for Southgate and Research Center Drives
- 3/18/2015
 - Research Center Drive flagging

AT YOUR REQUEST
speakupblacksburg!

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- Blacksburg Alert
- Blacksburg Transit
- Projects
- Employment
- Maps and GIS
- Video
- Make a Payment**
- Parks and Recreation

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Once you have selected “Make a Payment,” you will need to select “Utility Billing” from the next screen.

Financial Services

- Utility Service
- Residential Refuse & Recycling
- Online Payments**
 - Online Payment Help
 - Auto-Pay Enrollment Help
- Taxes
- Business Licenses
- Other Licenses
- Solicitors Permit
- Vehicle License Tax
- Westview Cemetery
- Financial Reports
- Download Forms
- Contacts

Government » Departments A-Z » Financial Services

Online Payments

Please select the type of payment from the list below:

- Utility Billing**
- Parking Tickets
- Real Estate Taxes
- Vehicle License Taxes

Troubleshooting

Please allow 24 hours from date of issue to view and/or pay a parking ticket.

If you are using Internet Explorer and you receive the message "Internet Explorer cannot display the webpage" then go to Tools > Internet Options > Advanced Settings. Scroll all the way to the bottom and check the box for: Use TLS 1.0

If you experience any problems trying to make an online payment, please contact the Utility Services Division for assistance. They can be reached at 540-961-1119 between the hours of 8 a.m. and 5 p.m. Monday thru Friday. You may also contact them to make a payment by phone using Visa or MasterCard. Please note that system backup is performed nightly between midnight and 2 a.m., therefore customers will be unable to make online payments during that time frame.

If you need to send your payment by mail, please remit to the Town of Blacksburg, P.O. Box 90003, Blacksburg, VA 24062. Please be sure to note the account number or ticket number on your check or money order and what type of account (real estate, utility, or parking ticket) you are paying. Please do not mail cash.

Now accepting Discover Card for online payments, as well as Visa or MasterCard.

*****Discover Card cannot be accepted for over the counter payments or by phone.*****

The next screen will prompt you to enter the User ID and PIN. **Your user ID will always be your account number, including the dash.**

Login

- Forgot Master Account User ID
- Forgot MASTER ACCOUNT PIN
- One Time Payment
- E-Mail Us

Utility Billing - Login

* = Required

Welcome to Utility Billing. You can login with your Master ID or with your individual Account Numbers. Your **USER ID** is your **ACCOUNT NUMBER** including the hyphen.

If you experience any problems trying to make an online payment, please contact the Utility Services Division for assistance. They can be reached at 540-961-1119 between the hours of 8:00 a.m. and 5:00 p.m. Monday thru Friday. You may also contact them to make a payment by phone using Visa or MasterCard.

If you need to send payment by mail, please remit to the Town of Blacksburg, P O Box 90003, Blacksburg, VA 24062. Please be sure to note the Utility Account Number on your check or money order.

Please note that system backup is performed nightly between 12:00 a.m. and 2:00 a.m., therefore, customers will be unable to make online payments during that time frame.

*User ID:

*PIN: [Reset PIN \(if forgotten for regular accounts\)](#)

Sign-On

Once you have entered your User ID and PIN, you will be prompted to create a new PIN, enter a valid email address and create a security question and answer.

PIN Requirements:

- **Must be at least 4 digits long**
- **Must contain a number**
- **Must have an upper case character**
- **Must have a lower case character**

When creating your security question or answer, do NOT use any special characters (!@#% ^ & * () * - / + < > { } ~). You will receive an error message and it will not allow you to go any further with the set-up process.

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Login
Forgot Master Account User ID
Forgot MASTER ACCOUNT PIN
One Time Payment
E-Mail Us

Register
* = Required

Welcome to our online customer support. Before proceeding, we need to collect some registration information. Please fill in the following and click the "Submit" button when completed. Thank you for your time.

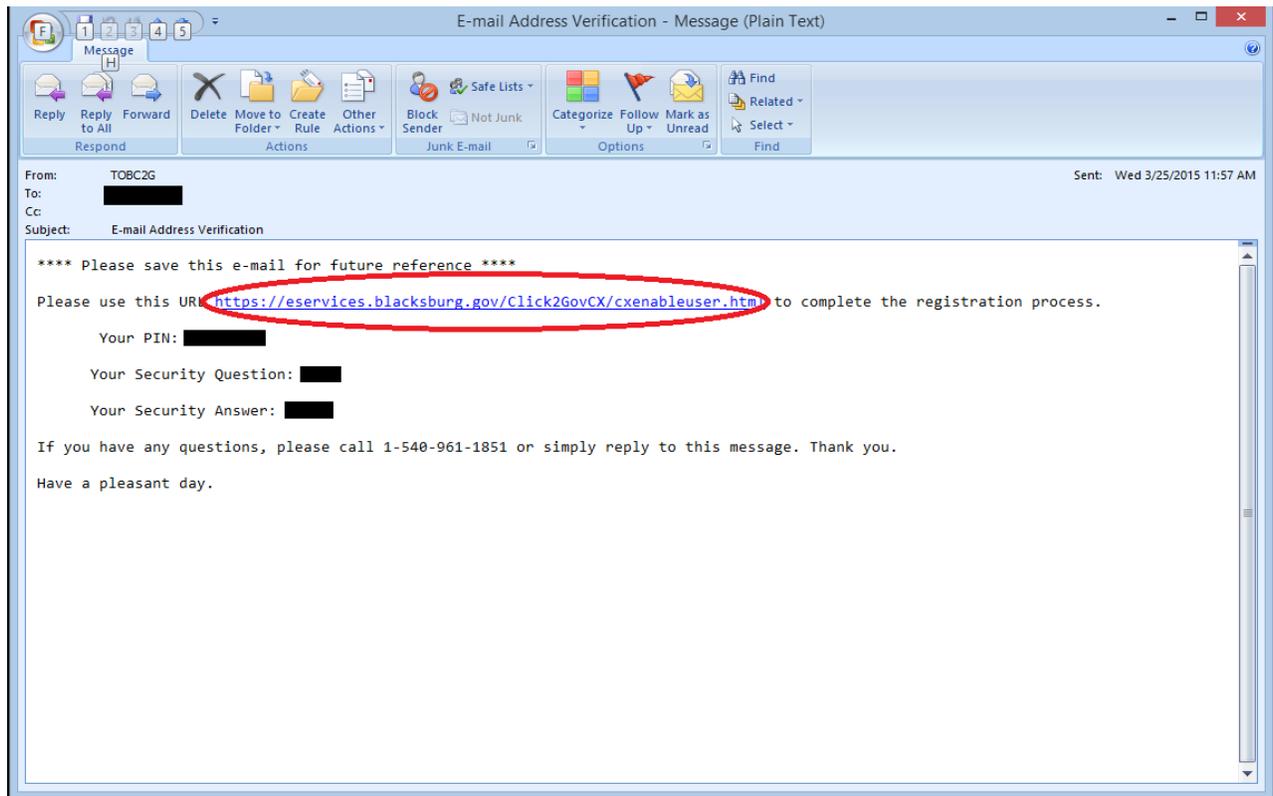
Account Number: 000012345-000000567
Customer Name: Town of Blacksburg
Address: 300 South Main St
BLACKSBURG VA

Please enter a new PIN you can easily remember. You may use any combination of letters and numbers. PIN's are case sensitive.

*New PIN:
*Confirm PIN:
*E-mail Address:
*Security Question:
*Security Answer:

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Once the initial sign up process is complete, a confirmation e-mail will be sent to the e-mail address you provided. **You will need to log into the account through the link in the email.** (If you are using an AOL browser, you will need to copy the link, and paste it into your internet browser.)



The e-mail you receive will look similar to this. You may want to keep this for your records, as it does have the answers to your security question, and your PIN in the event that you cannot remember.

When you log in through the link, you will need to use your account number as the user ID, and the new PIN that you created. You will see a message notifying you that your account was successfully enabled. You will just need to re-enter the PIN to see your account information online.

Login

Forgot Master
Account User ID

Forgot MASTER
ACCOUNT PIN

One Time Payment

E-Mail Us

Utility Billing - Login

* = Required

Welcome to Utility Billing. You can login with your Master ID or with your individual Account Numbers. Your **USER ID** is your **ACCOUNT NUMBER** including the hyphen.

If you experience any problems trying to make an online payment, please contact the Utility Services Division for assistance. They can be reached at 540-961-1119 between the hours of 8:00 a.m. and 5:00 p.m. Monday thru Friday. You may also contact them to make a payment by phone using Visa or MasterCard.

If you need to send payment by mail, please remit to the Town of Blacksburg, P O Box 90003, Blacksburg, VA 24062. Please be sure to note the Utility Account Number on your check or money order.

Please note that system backup is performed nightly between 12:00 a.m. and 2:00 a.m., therefore, customers will be unable to make online payments during that time frame.

Your account has been enabled.



*User ID:

000012345-000000678

*PIN:

[Reset PIN \(if forgotten for regular accounts\)](#)

Sign-On