Blacksburg
TOWN OF
VIRGINIA

DEPARTMENT OF
FINANCIAL SERVICES
UTILITY BILLING
utbilling@blacksburg.gov

The Town of Blacksburg offers customers the ability to access their accounts online. Online accounts allow customers the convenience to make payments, view billing history, sign up for auto-pay using an e-check or credit/debit card, and view usage history.

In order to sign up for this service, <u>you must wait until you receive your first paper statement or eNotification bill</u>. Your statement will contain all of the information needed to set up your online account. After creating your online profile, link your account to your profile using the PIN that is located approximately halfway down the page of the paper billing statement or at the bottom of the eNotification billing statement. It is a 10-digit PIN number starting with four zeros.
All original billing statements will have the PIN printed on them. Once the PIN has been used to link your account, it will no longer appear on the statement. Customers who have requested eNotifications will receive their <u>first bill as both an eStatement and a paper statement</u>. If you do not have your billing statement or cannot find your PIN, please contact us for further assistance.

Below are specific instructions to assist you in setting up your on line account. Please call us at 540-443-1060 or email us at tobutbilling@blacksburg.gov if you need further assistance or run into any issues during the set-up process.

Thank you,

Town of Blacksburg
Utility Billing Department

*To change your auto pay information, there cannot be a pending payment. You must either wait until the payment has processed and change before the next bill is generated OR you may call us to delete the pending payment. *Further information on the necessary steps can be found on the last page of these instructions.*

UTILITY BILLING STATEMENT

Blacksburg
TOWN OF
VIRGINIA

Account Number	12345-567	4/01/15	$ 34.33
	ACCOUNT NUMBER	DUE DATE	AMOUNT DUE

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

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
SW Fixed charge			3.08
WM Trash Fee		22.20	22.20
ST STORMWATER FEE	3/02/15	6.00	6.00

Sample Bill

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

Pay 37.76 After 4/01/15

Click2Gov Internet PIN#:   PIN for New User   0000224231

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 inquires or manual payment. E-Notification - sign up. Discover (online only) or enroll in Auto-Pay for automatic payment.

www.blacksburg.gov   Make checks payable to "Town of Blacksburg"

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TOWN OF
VIRGINIA

12345- 567
ACCOUNT NUMBER
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300 South Main Street
P. O. Box 90003
Blacksburg, VA 24062-9003
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300 South Main Street
SERVICE ADDRESS

Total Current Charges	
Bal Fwd/Adj/Penalty	
Total Amount Due	

511

Town of Blacksburg
300 S Main St
Blacksburg, VA 24060

00123450000056700000   Signature

← **Paper Statement**

eNotification Statement ↓

Electronic Notification Information

You have a new e-notification from: Town of Blacksburg
Account number : 12345-1234 Cycle/Route: 01-25
Location Address: 123 Main St
          BLACKSBURG VA   24060
Customer Name : Doe, John M.
Mailing Address : 123 Main St
City/State/Zip : BLACKSBURG VA 24060
Bill Date   : 12/07/18 Due Date: 1/01/19
Bill Period : 12/ 18
Balance forward : $0.00
Payments / adj. : $0.00
Current charges : $204.02
Bill amount   : $204.02

Reading information

			Actual	Demand	
Service	Read date	Type	Meter_number Days		Consumption
WA	12/03/18	Regular	AS0453 32	15.60	.00

Current Charge Detail

Code	Description	Amount
SW	SEWER SERVICE	93.44
WA	WATER SERVICE	110.58
	Total Actual Charges	4.02

Balance   : $204.02 as of 12/07/18

To view this bill please select or copy and paste the URL below into your Web browser address field:

https://eservices.blacksburg.gov/Click2GovCX/index.html

Temporary Pin number: 0000343766

If mailing a payment, please make your check payable to the Town of Blacksburg and mail it to P O Box 90003, Blacksburg, VA 24062.
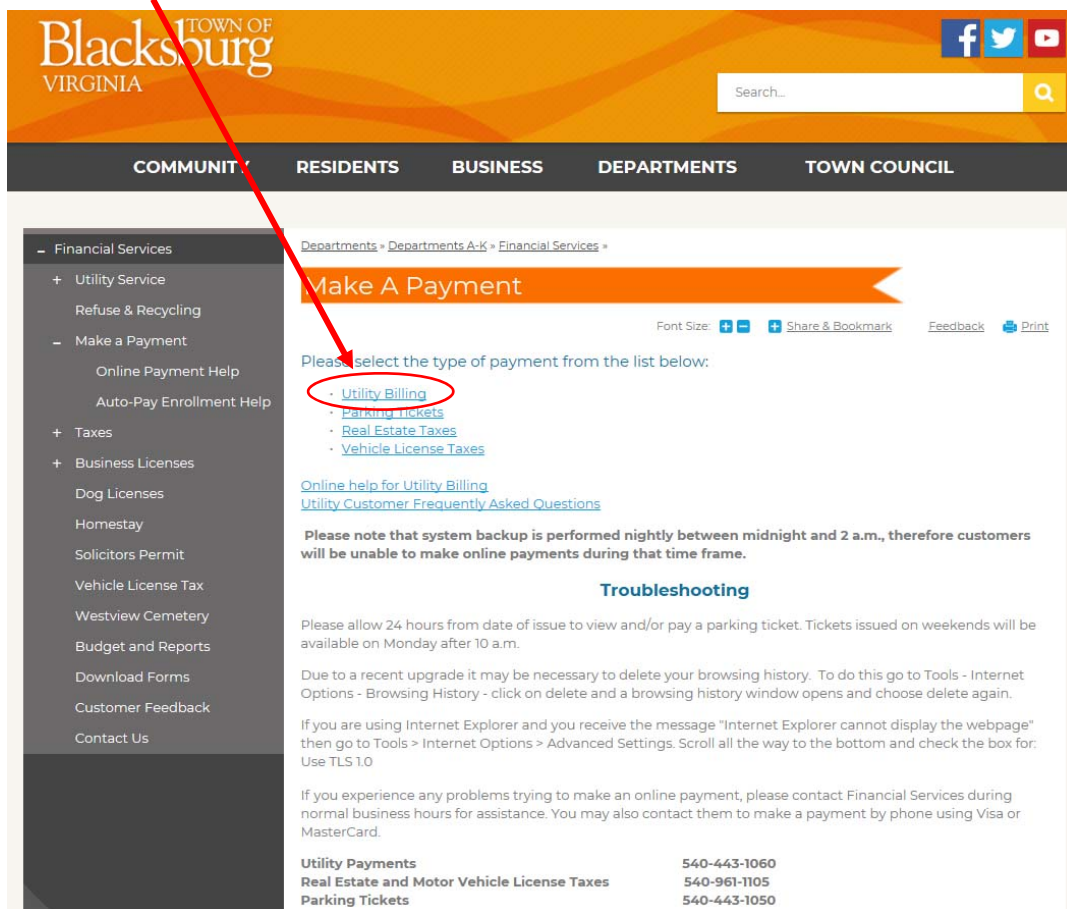Thank you.
Reply to address: utilitybilling@blacksburg.gov

To Access your Online Account:

Log onto the Town's website: www.blacksburg.gov. On the home page, you will see an option to **"MAKE A PAYMENT"** on the left side of the row of buttons.


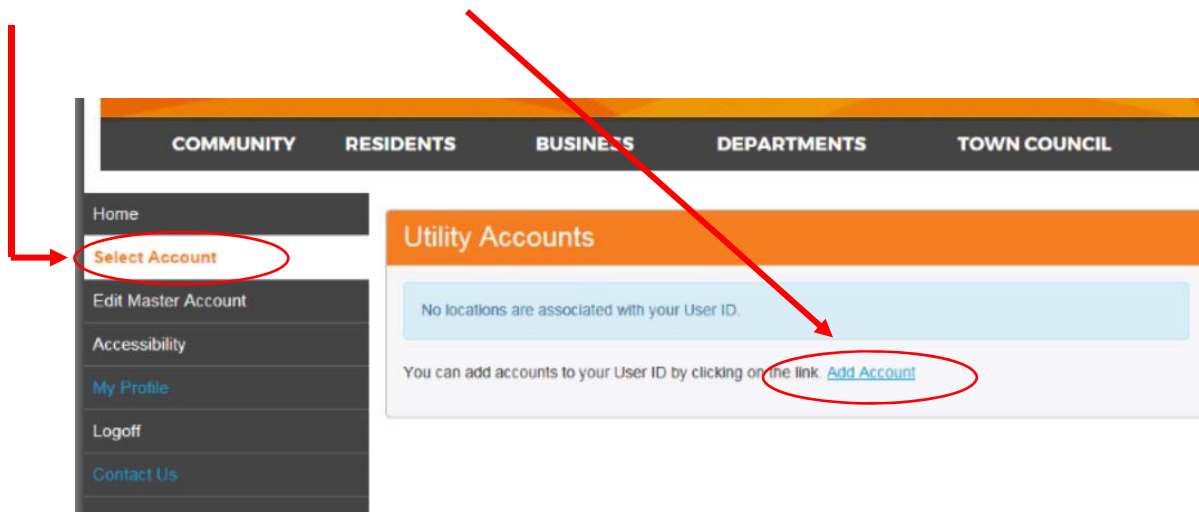Then select **"UTILITY BILLING"** from the next screen.

Select **"NEW USER"** if you have NEVER created an account with us and proceed to follow the steps to create a new online account. (Do not create a new account if you have previously had an online account with us.)

Select **"LOG IN"** if you have had a previous online account. <u>For users with a previous account</u>: if your account was created before July 2015 and you have not logged in since then, you need to log in using your **Account Number** and **Password** and then migrate your account to our new website. For those who created their account after July 2015 (and those who have already migrated their account), log in using your **Email Address** and **Password**.

If you wish to make an online payment without setting up an account, select **"ONE TIME PAYMENT."**
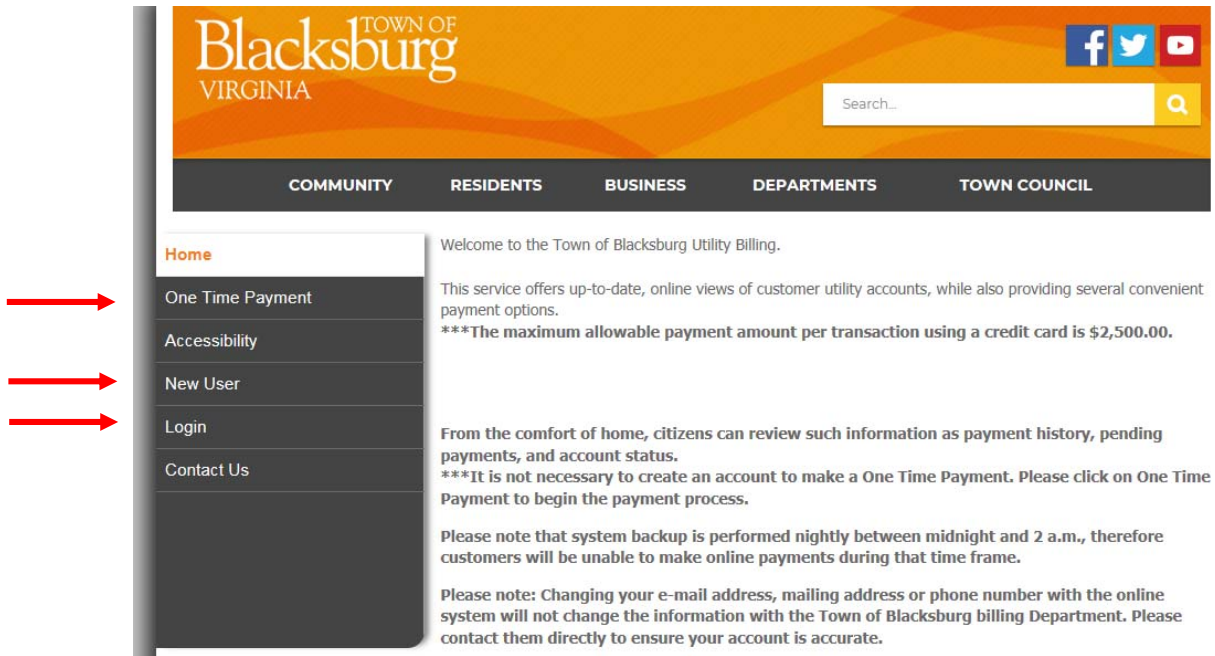
For new users or for those who need to add an additional or new address to a current online account, choose "SELECT ACCOUNT" and then "ADD ACCOUNT."

To link your account to your profile, start by entering your account number.

You will then enter the PIN from your bill with the leading zeros and select "Add." To add multiple accounts, repeat this step as needed. You will get a message "account successfully added." **Sometimes the screen does not automatically refresh and you must log out and log back in to manually refresh the screen and see the necessary payment tabs.**

*If you move within the town you will need to add your new account as the second half of your account number changes with each move.

Once your online account is set up and the screen refreshed, you will be able to use the menu choices shown below to set up auto-pay, check consumption and billing history, etc. for each location you have linked.

If you need to change the payment method linked to your account, follow the screenshots below:

* To change your auto pay information, there cannot be a pending payment. You must wait until either the payment has processed but before the next bill is generated OR you may call us during business hours to delete the pending payment.
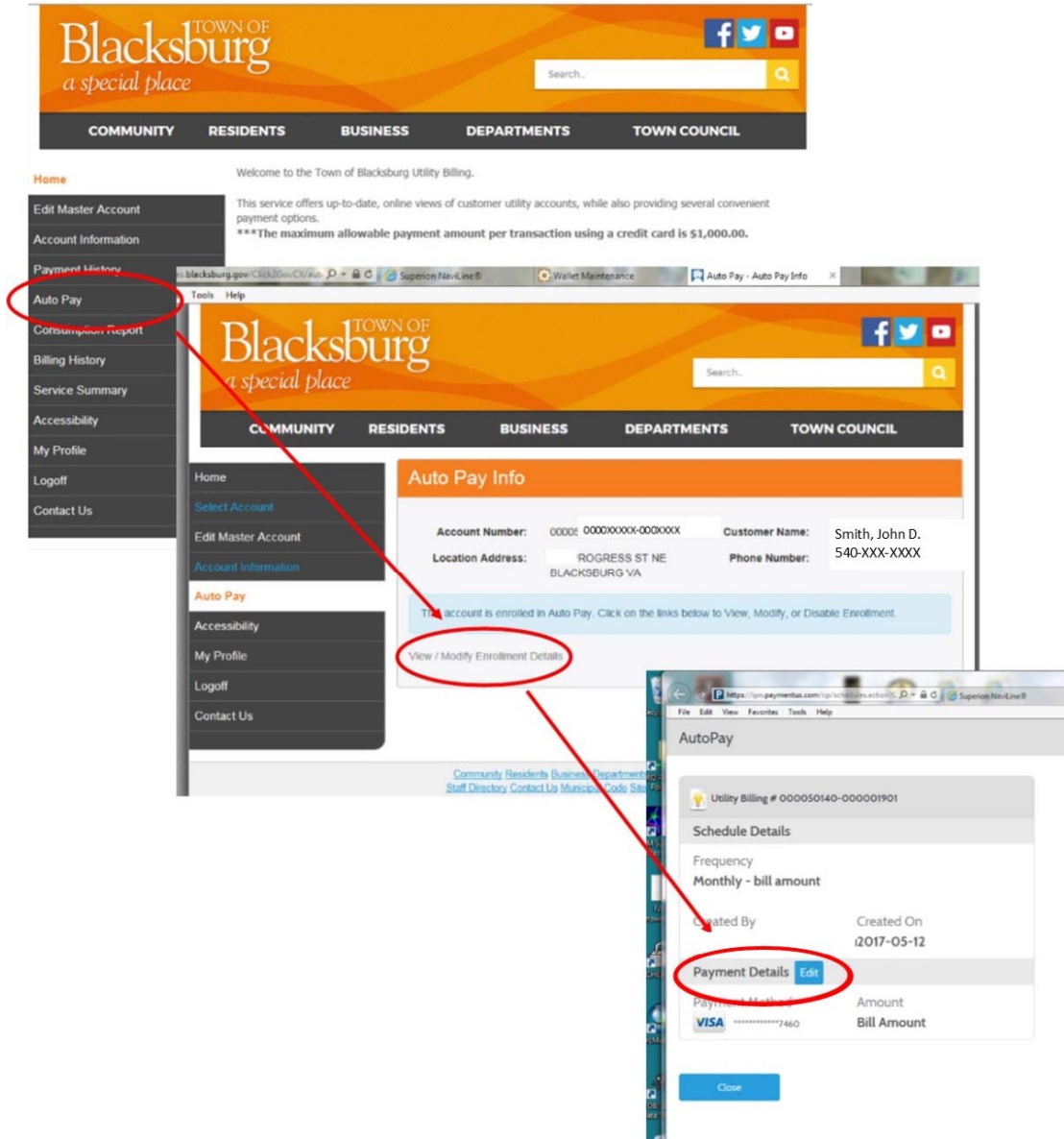
If you have any further questions or problems, please feel free to call or email us for additional assistance: 540-443-1060 or tobutbilling@blacksburg.gov.