



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 e-checks or credit/debit cards, and view usage history.

In order to sign up for this service, you must wait until you receive your first paper statement. On your statement, you will find all of the information you need to set up your online account. After creating your online profile, you will use need to link your account to your profile using the PIN that can be found on the billing statement approximately halfway down the page below your bill total. It is listed as Click2Gov Internet PIN# and is a 10-digit PIN number starting with four zeros.

All original billing statements will have the PIN printed on them until this PIN is used to link the account to the online profile the customer has created. If you have signed up for utility services, and requested eNotifications, your first bill will come to you as both an email and a paper statement. Please look for this paper statement in order to link your account and sign up for online services. We are working to get the PIN listed on eNotification bills and, hopefully, will have it listed at the bottom of the eBill in the near future.

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

Below are specific instructions designed to help you access your account online. Please call us at (540) 961-1119 or email us at tobc2g@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

UTILITY BILLING STATEMENT

TOWN OF Blacksburg a special place

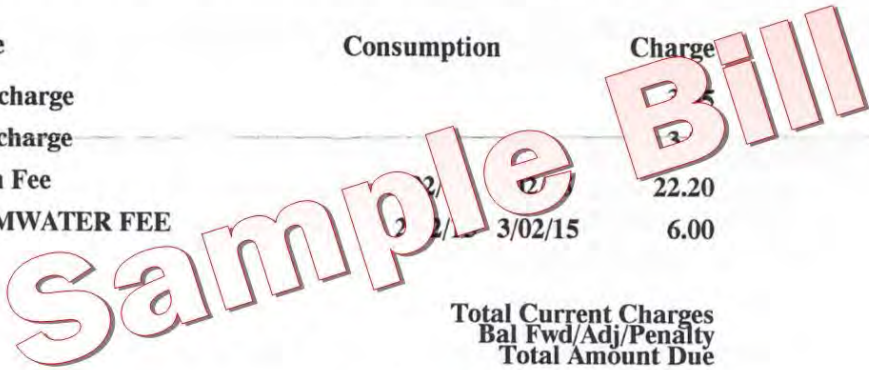
300 South Main Street P. O. Box 90003 Blacksburg, VA 24062-9003 540/961-1119 Email: UTBilling@Blacksburg.gov

Table with account details: Account Number 12345-567, DUE DATE 4/01/15, AMOUNT DUE \$ 34.33. Includes fields for SERVICE ADDRESS and BILL DATE.

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

Table with columns: Service, Days, Meter Number, Mult, Units, Current, Previous, Usage. Row 1: WA 2/02/15 3/02/15 28 AB0214 1.000 HGAL 1259 1259 0

Table with columns: Service, Consumption, Charge, Total. Rows include WA Fixed charge (3.05), SW Fixed charge (3.08), WM Trash Fee (22.20), ST STORMWATER FEE (6.00). Totals: Total Current Charges 34.33, 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.

Table with 3 columns: Refuse and Recycling Information, Click2Gov - Our Online Account Program, E-Notification - sign up to receive your Utility Statement online.

www.blacksburg.gov

Make checks payable to "Town of Blacksburg"

See back of bill for more information

TOWN OF Blacksburg a special place

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

Summary table: 12345-567, 4/01/15, \$ 34.33. Includes fields for 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

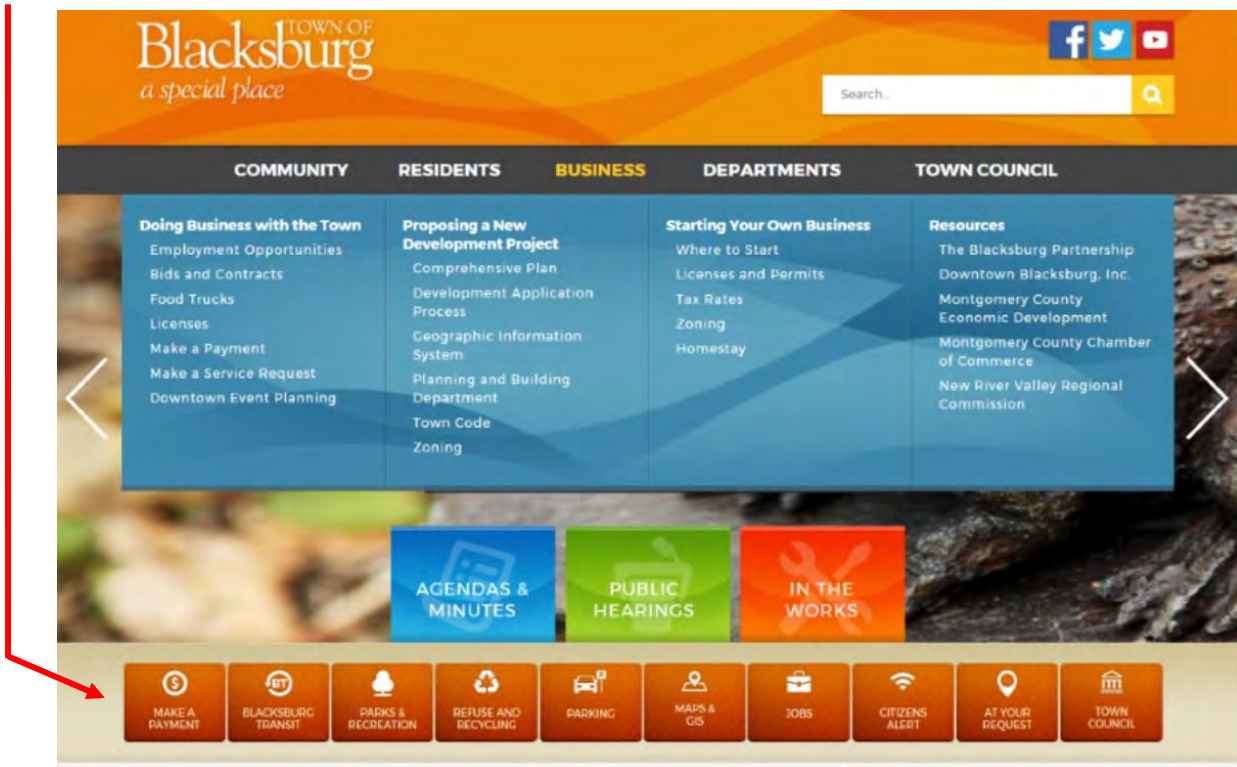
Town of Blacksburg 300 S Main St Blacksburg, VA 24060

002379900000298200000003433

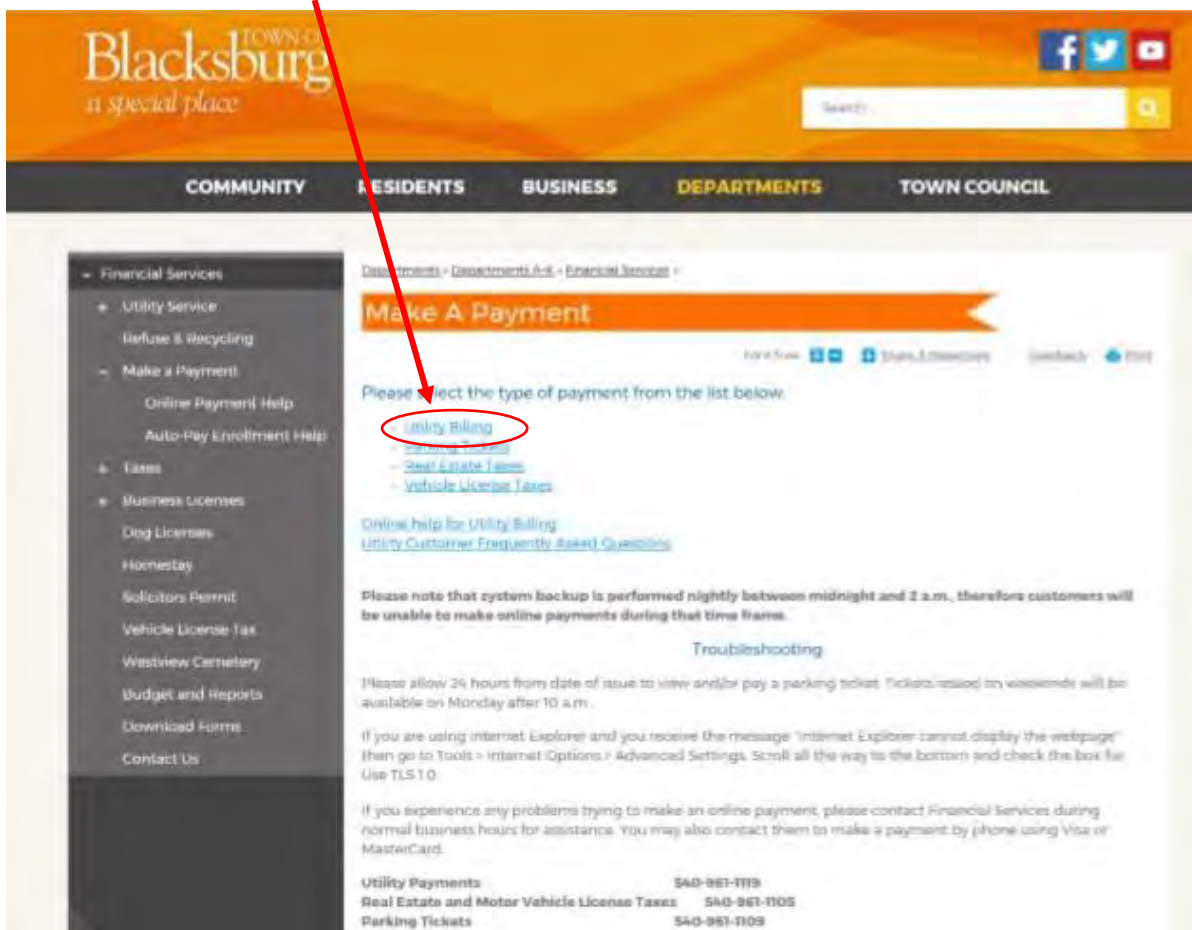
Signature Card Number Expiration Date

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.



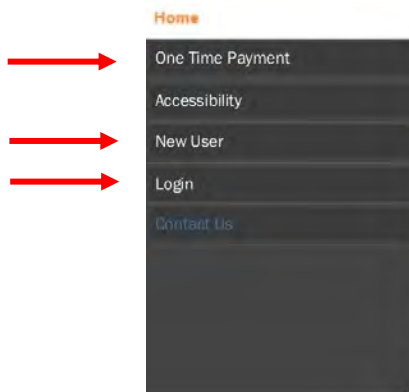
Then select **"UTILITY BILLING"** from the next screen.



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. For users with a previous account: 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."**



Welcome the Town of Blacksburg Utility Billing.

This service offers up-to-date, online views of customer utility accounts, while also providing several convenient payment options.

Please be sure you are using Internet Explorer or Firefox when using the online payment system.

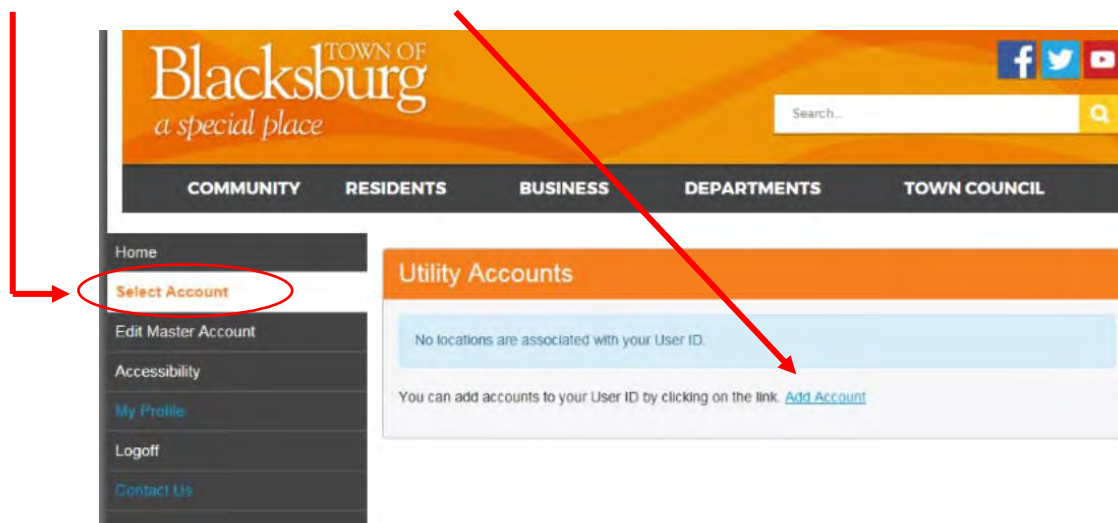
From the comfort of home, citizens can review such information as payment history, pending payments, and account status.

*****It is not necessary to create an account to make a One Time Payment. Please click on One Time Payment to begin the payment process.**

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.

Please note: Changing your e-mail address, mailing address or phone number with the online system will not change the information with the Town of Blacksburg billing Department. Please contact them directly to ensure your account is accurate.

For new users or those who have a new address to attach to a current online profile, choose **"SELECT ACCOUNT"** and then **"ADD ACCOUNT."**



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

The screenshot shows the 'Add Account' form on the Town of Blacksburg website. The form has a header with the town logo and navigation links. The main content area contains the following fields and labels:

- User ID:** Your.email@host.com
- Account Number:** 12345 6789 (with a red 'x' icon between the two numbers)
- PIN/PASSWORD:** 0000123456 (with a note: "from bill for new users) (PASSWORD for previously registered users)")
- Add** button

Red arrows point to the 'Add' button and the 'PIN/PASSWORD' field.

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. **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, 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.

The screenshot shows the 'Account Information' page on the Town of Blacksburg website. The left sidebar menu is circled in red and contains the following items:

- Home
- Select Account
- Account Information
- Payment History
- Make Payments
- Auto Pay
- Consumption Report
- Billing History
- Service Summary

The main content area displays the following account information:

- Account Number:** 000012345-000006789
- Location Address:** 300 S. MAIN ST
- Customer Name:** DOE, JOHN
- Phone Number:** 540-000-0000

Account Status

- Account Status:** ACTIVE Payments are allowed
- Account Balance:** \$0.00 *
- Amount Past Due:** \$0.00
- Cash Only:** No

Your last bill was sent on 11/07/2015 in the amount of \$138.84 due on 12/01/2015. You can view your last bill by clicking [here](#). Your last payment was received on 12/01/2015 in the amount of \$138.84.

*Transactions that have been authorized but not yet posted may be included.

[Pay Now](#)

If you have any further questions or problems, please feel free to call or email us for additional assistance: 540-961-1119 or tobc2g@blacksburg.gov.