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City to upgrade bill payment system next week, necessitating closures
Bill payment methods unavailable Oct. 9-10; online payment rates will change with new system

HARRISONBURG, Va. – The City of Harrisonburg will soon implement an upgrade to its bill payment system that will necessitate some City departments to be closed early next week. Once the upgrade is in place, community members will find a new process for paying bills online.

The Harrisonburg Treasurer's Office and Commissioner of the Revenue Office will be closed on Oct. 9 and 10 while installation of the new system takes place as staff will not be able to access any customer account. Additionally, the Harrisonburg Public Utilities Department will be unable to access customer information at this time but will remain open for emergency service calls. Regular services at the offices are expected to resume Wednesday, Oct. 11.

Community members will not be able to pay their bills Monday or Tuesday unless they leave payment in the drop-box in front of City Hall. Due dates for Harrisonburg Public Utilities bills have been adjusted to a later date so as not to coincide with the planned closure dates.

Once the system upgrade is complete, a new pricing schedule will go into effect for online payments. Credit card payments will have a service fee of 2.99 percent with a $1 minimum; debit card payments will have a service fee of 1.99 percent with a $1 minimum; and E-checks will have a flat $1 service fee. These are fees charged to the City by the online payment processing company and they cannot be waived by the City. There are no fees to pay by cash, check or automatic draft (EFT) from a checking or saving account – fees only exist for payments by credit, debit or E-check.

Starting Wednesday, Oct. 11, community members will be able to make an account to pay their bills online. A link will be available at www.harrisonburgva.gov/pay-bills where community members can click to create an account using their email address or another already established account through services such as Apple, Facebook, Google or Microsoft. Once an account is created, community members will be able to link all their accounts – personal property, utilities, business licenses, etc. – and pay all their City bills at one time. The past system required each bill to be paid separately.

Payments also can still be made in person (except for Oct. 9 and 10) by cash or check at City offices, by using the overnight drop-box at City Hall, or by mail.

More information on paying City bills can be found at www.harrisonburgva.gov/pay-bills.

The City of Harrisonburg is centrally located in the Shenandoah Valley of Virginia. It is home to approximately 55,700 people. More information about the City of Harrisonburg is online at www.HarrisonburgVA.gov.

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