



NEWS RELEASE

Town Debuts One-Stop-Portal for Online Payments

Herndon, VA (December 4, 2023) – In response to requests from residents and businesses to streamline the processes for payment of taxes and fees, the Town of Herndon today launched a new portal that allows for simplified, centralized online payments to the town.

Accessible on the town’s website via the user-friendly URL **Herndon-va.gov/PayMyBill**, the portal accommodates payment of water & sewer invoices, business license fees, business taxes and general town invoices. Additional features such as payment right-of-way and residential parking permits, planning services, FOIA request fulfillment, special collection services and more are in development and will be added to the portal in the coming weeks.

According to Mayor Sheila Olem, streamlining of payments to the town has been a focus for residents and businesses alike. “Responses in our recent business and resident surveys all indicated that simplifying processes was very important to those who interact with the town,” she said. “With this new portal, we offer a one-stop-shop for payment of the most widely-used town services, with more to come. I applaud our Department of Finance team for their responsiveness and initiative in getting this done.”

Visitors to [Herndon-va.gov/PayMyBill](https://herndon-va.gov/PayMyBill) may opt to create a profile when accessing the site, thus enabling them to access billing details, view payment history and, for water and sewer payments, enroll in an automatic payment system. Profiles are not required to access the portal; visitors requiring quick and convenient access may choose the “guest” option. Payment options include debit and credit cards, which include a fee of 3.5 percent (\$2.50 minimum), as well as payments made via e-check with no additional fee.

While town residents and businesses are encouraged to pay their bills online via the new site, in-person payments remain an option at the Herndon Municipal Center, 777 Lynn Street. The HMC is open 8am-5pm Monday through Friday.

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