

Staunton City Hall will be closed to the public as of Monday, March 23 at 5pm. The Public Works office at 1911 Craigmont Drive will remain open to the public.

- **Pay by Phone** – Real estate and personal property taxes and utility bills can be paid via phone with your credit card by calling 1.888.272.9829. We accept Discover, VISA, MasterCard, and American Express. You will not be charged a convenience fee by the service provider for this payment method. This service is available 24 hours per day.
 - Select Option 3 when prompted
 - Enter **Jurisdiction Code 1038**
 - Enter “1” for personal property, “2” for real estate, or “3” for a utility bill
 - Next, enter the invoice number followed by the # sign, the amount you are paying followed by the # sign, your credit card number and the expiration date of your credit card.
 - The system will give you a verbal receipt number. Please save the receipt number for future reference.
- **Pay Via Drop Box** – The City maintains a green drop box available 24 hours a day on Central Avenue under the clock tower. ALL city payments can be dropped in the box. Payments must be check or money order. A drop box is also available at the Public Works location at 1911 Craigmont Road for utility payments only.
- **Pay Online** - Real estate and personal property taxes and utility bills can be paid online with a credit or debit card. The City utilizes a third-party, secure online payment service to collect online payments. Please visit the City’s website (www.ci.staunton.va.us) and click on PAY ONLINE in the middle of the page.
- **Pay by Mail** – ALL payments are accepted by mail. Please send to:
 - City of Staunton
 - Richard R. Johnson, Treasurer
 - PO Box 474
 - Staunton, VA 24402-0474
- **Modified In-Person Payments at City Hall** - Citizens wishing to make tax payments, purchase dog tags, etc. in person during this time **MUST FIRST** contact the Treasurer’s Office at **540-332-3833** to **arrange payment meeting** with specific instructions to accomplish payment. The city cannot accept in person credit card payments.
- **In-Person for Utilities only** - The Staunton Public Works office located at 1911 Craigmont Road will remain open to the public for utility payments and other utility services. In-person payments can be made with cash or check only. The city cannot accept in person credit card payments at this time. Please call 540-332-3860 or 540-332-4701 with questions regarding your utility bill.
- **Cigarette Tax Stamps** - Purchasers may call 540-332-3829 or 540-487-9888 to order stamps and a representative will meet you at the main entrance to City Hall.
- **Income Tax forms:** Please call 540-332-3829 and leave your name, address and the type of forms you need and we will mail them to you.