

Pay Your Bills Online

Pay Your Utility Bills & Property Taxes Online or Over the Phone

The Town of New Market has partnered with Paystar to offer electronic payments (credit card, debit card, or e-check) of utility bills, real property taxes and personal property taxes. Please note that a processing fee applies.

If you are paying your bill online or by telephone on the morning of disconnection, please contact the Town Office at 540-740-3432 with your reference number and amount paid before 9:00 am. If you do not contact the Town Office with this information, it will not be received until the next day and the disconnect fee will be applied.

To Pay Online

- Visit the [Utility Payment Portal](#) or the [Taxes Payment Portal](#) and enter your account number to get started.

To Pay Over the Phone

- You may pay by phone through Paystar by calling 540-744-3614

Frequently Asked Questions

Q. How do I create a user account?

A. To register for a customer profile, take the following steps:

Step 1: Visit the [Utility Payment Portal](#) or the [Taxes Payment Portal](#)

Step 2: Enter your account information and select Look Up Account.

Step 3: Verify your account information and select Create Account located at the top right hand corner of the screen.

Step 4: Enter your first name, last name, and email address.

Step 5: Check the box to agree to terms of use.

Step 6: Click Create Account.

Step 7: Log in to your email account and locate the email titled "PayStar Account Registration"

Step 8: Click Finish Account Registration.

Step 9: Create a password.

Step 10: Click Complete Registration.

Q. How do I sign up for notifications?

A: To sign up for notifications, you need to complete customer registration and sign in to the customer portal using your email address and password.

Step 1: Navigate to the Profile tab.

Step 2: In the Notifications box on the right side, you will have the option to sign up for notifications.

Q: How do I know if my payment went through?

A: You will know your payment has gone through successfully after you submit your payment if you get to the screen that says Your payment has been processed successfully. You will also be provided with a reference number, a breakdown of your payment, and the exact date and time you submitted your payment. You will also have the option to provide yourself with a receipt. We recommend emailing the receipt to yourself for future reference. You also have the option to print the receipt.

Q: How do I link accounts:

A: To link accounts, you need to complete customer registration and sign in to the customer portal using your email address and password

Step 1: Sign into your account using your email address and password.

Step 2: Select +Link Account, which is located at the top right-hand corner.

Step 3: Enter the account number in which you would like to link and select search.

Step 4: Please confirm that the account in which you searched is the correct account you would like to link.

Step 5: Select Link Account. Your accounts are now linked, and you will be able to toggle back and forth between them.

To toggle back and forth between your accounts, please click the Accounts tab at the top and select the account you would like to view.