



PO Box 20220
 Kelowna, BC V1Y 9H2
 TEL 250 979-4928
 kelowna.ca/utilities

Online Utility Payment Information

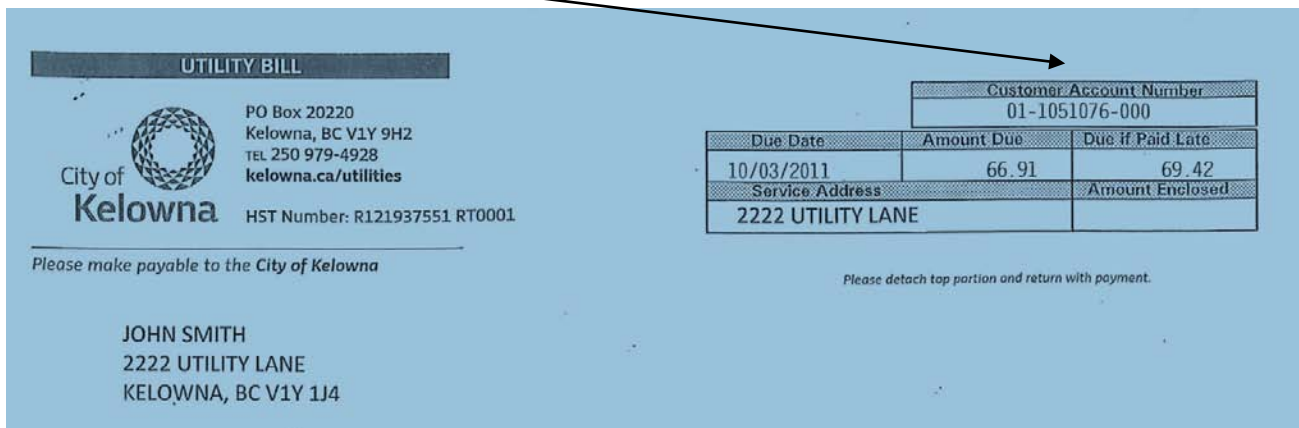
PAY YOUR UTILITY BILL ONLINE

Go to your online banking website and log in

Search for payee "Kelowna" and select the "utilities" listing from the results

- Avoid "tax" as the City of Kelowna also offers this online payment option and it could appear in the search

Locate your Customer Account Number positioned on the top right hand corner, of your utility bill



Enter your Customer Account Number into the account number field

- Do not include the dashes (Example: If your Customer Account number is 01-1051076-000 enter 011051076000)

Pay the appropriate amount from the current utility bill

- Partial payments or pre-payments are accepted

Print or save the confirmation page for your records

- If you experience difficulties, please contact your financial institution for assistance.