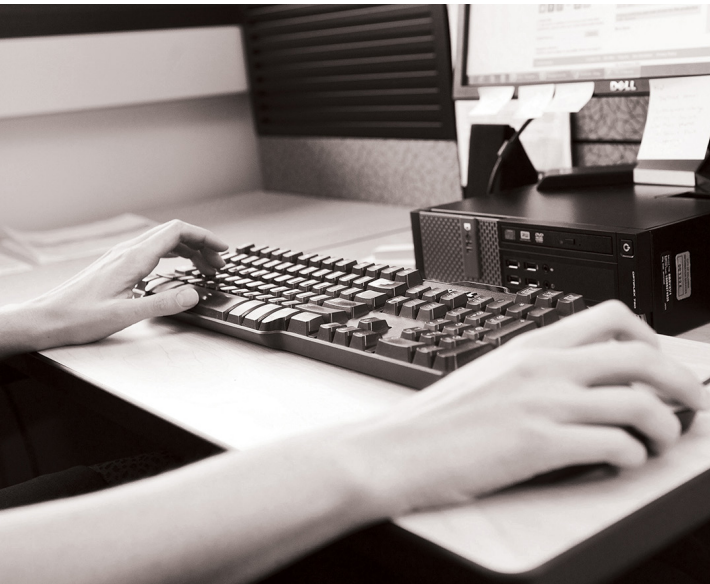




# Property taxes

How to do it all online



[kelowna.ca/propertytax](http://kelowna.ca/propertytax)

## Access your Property Account

You can register to manage your City Property Account online for property taxes, utility billing and business licencing.

With an online Property Account you can:

1. Access your property tax details including assessment information, balance information and financial transactions.
2. View current and historical bills including tax notices.
3. Go paperless! Choose eBilling for your accounts to receive your bills by email.

To register for eBilling you must first set up a Property Account. You can sign up at [kelowna.ca/propertytax](http://kelowna.ca/propertytax).

4. Manage your profile online: change your password, security question and billing options.

### Access code

You can find your access code on your City property tax notice.

Your access code belongs to you, not the property. If you sell your property in the future, the new owners will only see tax details and bills from the time they receive their own personal access code.

Access your City of Kelowna accounts and bills in one convenient location. You will need to first register and create an online **Property Account** before accessing your bills:

1. Visit [kelowna.ca/propertytax](http://kelowna.ca/propertytax) after you have received your property tax notice.
2. Click on the **Login to Property Account** button. You will be redirected to a new webpage.
3. Click on the 'No account? **Create one!**' hyperlink.
4. Complete your **profile registration** and click **continue** when done.
5. Check your email for a confirmation and follow instructions received.
6. Login to your **Property Account** online.
7. Click on **Add/Manage**.
8. Click on **Register account**.
9. Click on **Register a tax account**.
10. Enter your **folio number** and **access code**. These can be found on the front of your property tax notice. Your access code is unique to you personally.
11. To go paperless and receive next year's property tax notice by email, **select yes for eBilling**.
12. Click **register**. You can now access your property tax details, including account balance, assessment information and view your bill online. You can also add your City Water Utility account (if you receive water from the City) and business licence account.

## ONLINE PAYMENT

Online payments are encouraged. They are:

- easy, convenient and accessible;
- allow property owners to create their own proof of payment; and
- help maintain physical distancing practices.

### Pay through online banking with your financial institution.

1. Go to your financial institution's website, login and go to the online bill payment section.
2. Search for **payee "Kelowna"** and select the **"tax"** option from the results. Avoid "utilities" as the City of Kelowna also offers this online payment option and it could appear in the search results.
3. Locate your **tax folio number** found on the front page of your property tax notice.

Every property is identified by a tax folio number, which stays with that property. If you have moved, make sure to update your online banking with your new account number for Kelowna taxes (your new tax folio).

4. Enter your **tax folio number into the account number field**, without any periods. Some financial institutions require a minimum number of characters. If your tax folio number is shorter than what is required, include zeros in front of your tax folio number (for example: if folio is 54000 enter 00054000).
5. Pay the appropriate **amount due from the current year's property tax notice**. Print, screenshot or save the confirmation page for your records. This is proof that you've paid.

Contact your financial institution directly for assistance.

## OTHER PROPERTY TAX PAYMENT OPTIONS

Other options for payment include:

- **In person** at your financial institution.
- **By mail**: allow sufficient time for mail delivery to City Hall (postmark date is not considered as date of payment) and make cheques payable to City of Kelowna. Post-dated cheques are accepted.
- **At City Hall**: drop box located outside the Water Street doors.
- **Pre-pay monthly** through the Pre-Authorized Withdrawal System (PAWS). Property owners are responsible for making the annual final payment by the due date.
- Through your agreement with your mortgage provider.

Be sure to pay your property taxes on time to avoid the legislated, non-discretionary penalty.

## HOME OWNER GRANT \*UPDATE\*

As of January 1, 2021, the Province of BC is responsible for the Home Owner Grant Program.

To apply for a retroactive or new Home Owner Grant call 1-888-355-2700 or visit:

[www.gov.bc.ca/homeownergrant](http://www.gov.bc.ca/homeownergrant)

## PROPERTY TAX DEFERMENT

Once you receive your property tax notice, you may be able to apply to the Province of BC for a low interest loan to pay the current year property taxes on your principal residence.

Learn more about the property tax deferral program, including eligibility and how to apply:

[www.gov.bc.ca/propertytaxdeferral](http://www.gov.bc.ca/propertytaxdeferral)

or email:

[taxdeferral@gov.bc.ca](mailto:taxdeferral@gov.bc.ca)



**Revenue Branch**  
1435 Water Street  
Kelowna, BC V1Y 1J4  
TEL 250-469-8757 (option 3)  
FAX 250-862-3391  
[revenue@kelowna.ca](mailto:revenue@kelowna.ca)  
[kelowna.ca/propertytax](http://kelowna.ca/propertytax)

Easy | Convenient | Accessible