

Pay taxes in 1 - 2 - 3

Property taxes are due annually on the first business day in July. Pay by this deadline to avoid a non-discretionary 10% late fee.

1

Get your tax bill by June 1

Bills are available online in your Property Account and are sent out annually in May. To login to your account or create one:

- ▶ Visit billing.kelowna.ca

2

Claim the BC Home Owner Grant

Eligible home owners can reduce their taxes by \$770 or more each year. Claim your grant from the BC Government by the deadline to avoid a 10% penalty.

- ▶ Visit gov.bc.ca/homeownergrant
- ▶ Call 1-888-355-2700

3

Pay taxes by the deadline to avoid 10% penalty

Save time and pay online. You can also pay through your bank or in person at City Hall. Pay early to avoid delays during the Canada Day holiday. Payments not received by the deadline incur a 10% penalty.

- ▶ See payment options inside
- ▶ Visit kelowna.ca/propertytax for more

kelowna.ca/propertytax

Do it all with a Property Account

Your Property Account is an online portal where you can manage your property tax, utility, and business licensing bills in one convenient location.

Visit billing.kelowna.ca to create an account and add your bills. You can also sign up for email billing (eBilling) to go paperless and avoid mail disruption delays.

There's many ways to pay

Pay property taxes by the deadline to avoid a non-discretionary 10% late fee. Save time and pay online or choose from other options:

- ▶ Property Account (credit card)
- ▶ Online banking
- ▶ Telephone banking
- ▶ At your bank
- ▶ At City Hall
- ▶ By mail



Revenue Branch
City Hall
1435 Water Street
Kelowna, BC V1Y 1J4

Tel 250-469-8757
Fax 250-862-3391
revenue@kelowna.ca
kelowna.ca/propertytax

Property Taxes

Save time and do it all online



Payment Options

When making payments, use the Folio/Roll number shown on your Property Tax Notice. Pay early to avoid unexpected delays; your bank may take up to 5 business days to process the payment. Credit card transactions incur an extra 2.3% fee.

Online Banking

If you are an online banking customer, you can conveniently pay your property taxes online. Have your Property Tax Notice handy to locate your Folio/Roll number and tax amount.

1. Login to your bank's website or mobile app.
2. Go to the online bill payment section.
3. Search for payee "Kelowna" and select "City of, Taxes" (or similar) from the results.
4. Enter your Folio/Roll number in the account number field; omit the decimal point but include all numbers. If the number is shorter than the minimum number of characters, add leading zeros. For example, if the account number is 123.456, enter 000123456.
5. Enter the tax amount and pay. Print or save the payment confirmation page for your records.

Contact your financial institution for assistance.

Telephone Banking

If you are a telephone banking customer, call your bank to pay property taxes by phone.

Have your Property Tax Notice on hand to locate your Folio/Roll number and tax amount.

At your Bank

Visit your bank to pay property taxes in person. Bring your Property Tax Notice to locate your Folio/Roll number and tax amount.

Property Account (by credit card)

Property Account holders can view and pay their property tax bill online by credit card.

1. Visit billing.kelowna.ca and login.
2. Select your tax account.
3. Select **Make a Payment**.
4. Enter your payment details and submit.

Don't have a Property Account?

1. Visit billing.kelowna.ca and click **Create One**.
2. Complete the form and click **Continue**.
3. Check your inbox for the verification code and enter it to activate your Property Account.

Can't see your property tax account?

1. Login at billing.kelowna.ca.
2. Click the **Add a Tax Account** button.
3. Enter your Folio/Roll number and Access Code located on your tax bill and click **Register**.

At City Hall

Visit City Hall to pay by cash, debit, credit or cheque. Bring your Property Tax Notice.

You can also deposit a cheque in the drop box located outside the Water Street doors; make payable to the "City of Kelowna" and include your Folio/Roll number in the memo.

By Mail

Make cheque payable to the "City of Kelowna" and mail to:

City of Kelowna, Attention: Revenue Branch
1435 Water Street, Kelowna, BC V1Y 1J4

Allow 2 weeks for delivery. Postmark is not considered date of payment. Include Folio/Roll number in the cheque memo.

Mortgage Company or Agent

Check with your agent to confirm who will claim the Home Owner Grant, if eligible. The grant must be received by the deadline to avoid late fees on outstanding tax amounts.

Pre-Authorized Withdrawal System (PAWS)

PAWS users are responsible to claim the Home Owner Grant, if eligible, and make the final payment. For more information or to sign up for PAWS, visit kelowna.ca/propertytax.

Need financial help?

Home owners may be able to defer their current year's property taxes with a low interest loan from the BC Government. Applications must be submitted online.

Any utility service charges that appear on your tax bill are non-deferrable. You must pay these charges to the City of Kelowna by the tax deadline and claim the provincial Home Owner Grant to reduce your taxes.

For more information and eligibility:

- ▶ Visit gov.bc.ca/propertytaxdeferment
- ▶ Call 1-888-355-2700

Low taxes by design

Only 1 in 4 dollars of our City budget comes from property taxes. The rest is funded by user fees, developer contributions, grants, and reserves.

We're careful to invest in essential services that enhance public safety, connect people and places, and make life better.

Learn more at kelowna.ca/budget.